

Appendix F:
Complaint Logs
2008 - 2012



NEW YORK

FCC COMPLAINT LOG

2008

Complaint Tracking for NY (06/01/2007-05/31/2008). Total Customer Contacts: 162

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/31/08	I want to make a complaint about this agent. She hung up on me purpose. I tried to get her attention and she did not respond. She did not follow my customer notes which say to verify the number before dialing it. Thanked customer for calling and informed him this would be reviewed and looked into further. Customer was satisfied.	05/31/08	Spoke with the operator and reinforced the need to make sure to check notes before outdialing. Technical problems caused the screen to freeze causing operator to lose the call. Reminded operator to complete a Trouble Ticket or contact supervisor to assist during technical issues.
2	05/28/08	New York Voice caller complains when speaking to the Voice Carry Over user the relay agent remarked "Who the cares?" cursing. Customer comments they've used the service for years and it's a wonderful service but felt this needs to be reported. Apologized, explaining agents are trained to be courteous and treat callers respectfully, not interceding in conversation. Let him know I would be sure to inform the agent's supervisor. No contact wanted.	05/28/08	Had a discussion with the operator and the appropriate steps were taken so this type of situation will not happen again.
3	05/19/08	Voice Carry Over customer called into relay. The calling to number was provided and according to the Voice Carry Over customer the agent placed the call without verifying the calling to number with the Voice Carry Over customer first per customer note. Voice Carry Over pointed it out and then the agent stated that she would not place the call for him and used profanity toward him. Voice Carry Over user stated that he has never had an agent used profanity until this one. Apologized to the customer and assured the customer that this will be forwarded to the Operator direct supervisor. No follow up requested.	05/19/08	Was finally able to connect with customer and spoke at length with Voice Carry Over user. The Communication Assistant number provided was not a valid number for this center. Customer unable to provide another Communication Assistant number so unfortunately, no disciplinary action can be taken. Customer aware of this.

4	05/08/08	New York Voice Carry Over customer is experiencing garbling while at work. Customers place of employment has Voice over Internet Protocol (VoIP) for phone service. Garbling clears up when customer turns off turbo code, but the customer would like his conversations faster than 60 WPM. This customer emailed the Relay Program Manager, who then emailed me. I have turned in a Trouble Ticket. Customer would like follow up, and is questioning when this is going to be repaired.	05/08/08	Technician has done test calls with customer and has gathered log data for further investigation. Turbo Code does not work with VoIP. The customer will need to disable TC on his Voice Carry Over unit or request that his company put in a dedicated phone line for his Voice Carry Over line. Customer informed via e mail as per his request.
5	05/02/08	New York Voice Carry Over concerned the branding is not working for her friends numbers which she requested be branded yesterday. She worries people can't reach her on 711, and worries about emergencies. Apologized, explained branding take 3 days, suggested she also give her callers the toll free number which works from anywhere and explained 711 is configured by each local telephone company. Let her know there are other variables which can affect this. Customer intends to contact Program Manager.	05/02/08	New York Relay Program Manager worked with the Auxiliary Relay Service (ARS) to troubleshoot this issue. The friends who were calling this customer were using RCN Cable and it appeared RCN was not configured to work with 711. ARS communicated this information to the appropriate personnel at RCN and advised them of the problem with 7-1-1 access. The problem has been fixed. ARS had the customer do a test call and it was successful. Closed.
6	04/23/08	Customer dialed 711 for the New York Relay Services. The Voice Carry Over branding was not populating to the operator. Apologized. Trouble Ticket was opened. Follow up requested.	04/23/08	New York program manager called customer. Voice Carry Over branding is working.

7	04/23/08	Voice Carry Over customer states the turbo code feature was not working through the New York Relay. Apologized. Trouble ticket was opened. Follow up requested.	04/23/08	Relay Program Manager e mailed customer to see if he is still having issues as the technician has not heard back from him. This has been escalated and test calls are taking place. Technician was unable to reach customer, closed.
8	04/16/08	New York Voice Carry Over customer is not able to make her International telephone calls through relay. However hearing people are able to make the call from the customer's phone without relay. Customer Service apologized to the customer and turned in Trouble Ticket. Customer would like follow up from the Program Manager.	04/16/08	Relay Program Manager is working with Cablevision to set up a billing agreement. Customer is aware. Customer may call in and change her Carrier of Choice to one that is already in the Carrier of Choice list. Relay Program Manager sent a letter to Cablevision.
9	04/14/08	Disconnect/Reconnect during calls	04/14/08	Sent information to customer explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

10	04/10/08	Billing - General	04/10/08	Suggested customer advise her long distance callers to register their long-distance carrier to avoid getting a carrier message telling them to register.
11	04/02/08	Did not verify 2nd number dialed. Customer gave wrong number the first time which she verified but when he gave her the correct number to dial, she didn't verify it.	04/02/08	Team Leader spoke with operator. The operator explained that she assumed since he had given her the wrong number the first time, once he corrected it she didn't have to re-verify. Operator was told to ALWAYS verify every number if it is in the notes.
12	04/02/08	Customer stated she was unhappy with the operator's typing speed and stated the operator was typing "so slow that it was like she had to look up how to spell the words". Apologized to the customer and informed her the customer contact would be forwarded to the operator's supervisor for immediate follow up. Customer satisfied and does not want a call back.	04/07/08	Complaint was forwarded to Team Leader who spoke with this agent about spelling and typing skill. Agent stated that customer spoke very fast and she had to pace her frequently to type verbatim. She also felt that her spelling was very accurate, however there could have been some garbling on the other person's machine. Agent followed procedure. Non agent error.

13	04/01/08	Dialed number - did not verify it first - did not read customer notes.	04/01/08	Team Leader met with Communication Assistant and reminded her to read and follow all customer notes. If she is having trouble with the call, to call the supervisor to assist her. E mailed customer.
14	03/31/08	Asked operator to dial and verify number before dialing. Operator did not honor this and dialed wrong number. Line disconnected - not sure if it was system or operator.	03/31/08	Agent does not remember this call but knows proper call procedure and knows to follow customer notes. Follow-up sent via email.
15	03/31/08	Agent typed (Thank you for using Relay) SKSK - indicating that was what was said to the outbound voice person. The Voice Carry Over user found it very confusing when agent typed SKSK.	03/31/08	Team Leader spoke with agent and told them to only type SKSK AFTER the inbound has typed SK.

16	03/25/08	Voice Carry Over customer was concerned that agent did not follow customer instructions and did not verify number to dial after number correction was made. Customer asked agent why they were not doing their job properly.	03/25/08	Agent does not remember this call, but knows proper call procedures and to follow all customer notes. Follow-up sent via email.
17	03/20/08	Did not verify number before out dialing.	03/20/08	Team Leader spoke with Communication Assistant and reminded them to always pay close attention to the customer notes.
18	03/19/08	New York Voice Carry Over customer trying to make an outbound International call, but is getting a busy signal. She is able to call without Relay, but she cannot hear what her brother is saying. Customer Service apologized to the Customer, and turned in Trouble Ticket. Customer would like a follow up from the Program Manager.	03/19/08	New York Relay Program Manager has communicated with customer. There is no Carrier of Choice agreement with Cablevision. Relay Program Manager sent a Carrier of Choice letter to a contact person at Cablevision. We are now waiting for Cablevision to respond. Customer is aware, and may change her Carrier of Choice so she is able to make International relay calls.
19	03/18/08	Accuracy of captions	03/18/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized and thanked customer for the feedback and informed them that this information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.

20	03/17/08	Billing - General	03/17/08	Assisted CapTel user with registering their phone number with their preferred long distance provider due to their getting a relay default carrier bill. Explained that CapTel does not actually bill long distance charges, that is done through their phone company or the state's default provider.
21	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
22	03/13/08	Captions Lag too far behind voice	03/13/08	Customer shared feedback regarding the delay in text after the spoken word. Customer Service Representative apologized and thanked customer for the feedback. Educated consumer on how captions are generated using voice recognition and that it is normal to experience 4-5 seconds of delay as the transcription translates the spoken word. Suggested customer document the date, time, Communication Assistant number of any calls customer notes are beyond the norm. Customer agrees the transcription speed is well above the FCC requirements of 60 words per minute.

23	03/10/08	Voice Carry Over customer stated that agent did not verify number given to dial before out-dialing as stated in customer notes. Apologized to the customer. No follow up necessary.	03/10/08	Agent was coached on the importance of following the customer's notes.
24	03/07/08	Disconnect/Reconnect during calls	03/07/08	Sent customer email with instructions to perform physical and electronic resets of CapTel phone. Also explained why disconnect/reconnect may be happening and gave tips to reduce the occurrence. Disconnect/reconnect has improved since information was given to customer. Customer satisfied.
25	03/06/08	Agent didn't verify and confirm number per customer notes before dialing out. Customer would like follow up by email.	03/06/08	Agent does not remember this call but knows to always follow customer instructions and customer notes. Follow-up to customer via email provided.
26	03/05/08	Customer did not get any reply from operator so he hung up. Customer redialed relay and ended up with the same operator. Same thing happened, no reply. Customer states he felt ignored. Apologized to customer and informed him the situation would be reviewed with the operator. Customer satisfied and does not want a call back.	03/05/08	Had a discussion with the operator and the only thing she remembered was a TTY caller who gave a number to dial and then the customer hung up.

27	03/03/08	Billing - General	03/03/08	Explained importance of registering long distance carrier and offered to set up carrier of choice.
28	03/01/08	Voice Carry Over customer tried to call the customer service number through relay. Reached a busy signal. Operator tried redialing several times but it was still busy. Voice Carry Over caller said that normally there should be a recording saying "please hold for the next available person." Also said that he was encountering this situation for a while now. Apologized for the inconvenience. Gave the customer the email addresses for customer service and for the New York Relay Program Manager. No follow up requested.	03/01/08	Technician is not aware of what may have caused this. There are no other reports from other callers. Need customer's phone number to research further.
29	02/29/08	Operator did not verify calling to number which the notes say to do. Voice Carry Over customer asked operator why operator did not follow instructions and operator typed "Operator does not have that information". Customer asked where he would get that information and the customer said the line then disconnected.	02/29/08	Agent does not remember this call but knows to follow customer directions and notes at all times. Follow up provided via email.

30	02/27/08	New York Voice caller complains he got terrible loud noise when using 711 to call a friend, which persisted for about 20 minutes. Apologized, offered to brand and note the callers number as voice, but caller refused and did not wish to provide any supporting information for a Trouble Ticket. Provided dedicated Voice user's number for New York Relay. Let customer know to call back if they wanted these options. Customer does not want contact.	02/27/08	No further follow up possible, Customer Service addressed issues appropriately.
31	02/25/08	Voice Carry Over user from New York said that operator did not verify number per customer notes and then he told her she didn't do her job properly and she sent the number you are calling to please macro and he said again that she did not do her job properly and he said she then hung up on him. No follow up requested.	02/25/08	This agent was coached on the importance of following the customer's instructions in the customer's notes. Agent denied disconnecting the customer.
32	02/21/08	New York Voice Carry Over customer says after his phone call he gave number to agent for a second phone call and agent kept sending the macro for "number you are calling". Agent should have told Voice Carry Over customer if she could not understand him because he kept saying the phone number each time the macro was sent. Thanked customer for informing us and said we would check with agent. No follow up requested.	02/21/08	Agent does not remember this call, however she understands the importance of keeping the customer informed at all times. No follow up was requested.

33	02/20/08	Disconnect/Reconnect during calls	02/20/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
34	02/19/08	Customer notes say to verify number before dialing and typing the name of the company on a recording before getting a live person. Customer states that operator did neither and then after he said to get a supervisor the line disconnected. Was not sure if this was a technical problem or if operator hung up on him.	02/19/08	Communication Assistant will follow customer notes and will pause to get correct number. No follow up requested.
35	02/17/08	Customer instructions specify that the agent verify all phone numbers before dialing. Operator dialed number without verification and reached a wrong number. The customer was very upset. No follow up requested.	02/17/08	Agent coached on the importance of following customer instructions.

36	02/15/08	Accuracy of captions	02/15/08	Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Communication Assistants involved. Center personnel met with Communication Assistants involved regarding ways to improve captioning accuracy.
37	02/13/08	Customer states she is very frustrated because when she asked for answering machine retrieval the agent hung up on her. Apologized to customer and informed her that the issue will be forwarded to the agent's supervisor for immediate follow up. Customer is satisfied and does not request follow up call.	02/13/08	Spoke with agent. Agent remembers the call because the line disconnected while she was typing the answering machine message. Reviewed AMR procedures and consequences of purposely disconnecting customers. Agent understands.
38	02/13/08	Accuracy of captions	02/13/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Advised customer to document the date, time, Communication Assistant number for more specific follow up.

39	02/04/08	Accuracy of captions	02/04/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer will report specific call (time, date, Communication Assistant number) in the future for investigation.
40	02/03/08	Voice Carry Over customer gave the operator a number to dial from his frequently dialed list. Operator did not verify the number to dial. Customer notes says to verify all numbers, including frequently dialed numbers. Apologized to the customer and said that the operator's supervisor will speak to the operator. Customer would like follow up via email.	02/03/08	Supervisor spoke with the agent about this call. The agent understands the importance of following all customer notes and instructions. If there is a technical issue, the agent will get a supervisor in the future. Follow up email sent.
41	01/29/08	Caller said operator made rude comments about his mother. Follow-up not required with caller.	01/29/08	A discussion with the operator was conducted. Appropriate action was taken to ensure a situation of this nature does not occur in the future.
42	01/27/08	Didn't inform customer of operator changeover. No follow up required.	01/27/08	Operator recalled a technical issue with this customer. Her computer had powered off and she had summoned a supervisor for assistance, was unable to type anything to the customer.

43	01/27/08	Hearing Carry Over user could not hear Hearing Carry Over operator. Profile says "microphone at max throughout the call." Customer was told by Customer Service to report operator number. Could be operator error or technical issue.	01/27/08	Operator states the microphone was at the maximum, per the customer notes. Supervisor was notified to observe and there did not seem to be any technical issues.
44	01/24/08	Relay Program Manager in New York called in the request for a Trouble Ticket to be opened for this customer. The customer is having terrible garbling on her phone. Relay Program Manager sent out an ambassador to check her phone and it was working fine. She would like a technician to call her tomorrow to test the calls. Relay Customer Service response: Apologized for the problem and assured that the Trouble Ticket would be sent in right away. Call Back requested. Trouble Ticket entered.	04/25/08	New York Relay Ambassador made another home visit. Testing was done with Sprint technician and calls were successful except when calling program manager's answering machine which was too fast. Speed was reduced to 40 wpm for customer and she is now branded at 40 wpm. Customer still has an overload on phone lines and customer was advised again that local telephone technician should evaluate if phone lines could handle multiple functions (fax, answering machine, Voice Carry Over phone). Lines do seem overloaded.
45	01/22/08	Accuracy of captions	01/22/08	Customer shared feedback regarding accuracy of captions. Customer provided dates and times of poor calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up with Communication Assistant and Communication Assistant's supervisor. Suggested to continue to document the date, time, Communication Assistant number for future follow up, if desired.
46	01/21/08	Voice Carry Over user with 2 complaints: (1) Communication Assistant transferred to customer service without permission. (2) Did not verify number before dialing out.	01/21/08	Communication Assistant did attempt to verify the number. Team Leader coached on proper process. An e-mail was sent to customer from Team Leader.

47	01/19/08	Operator did not do job correctly. In customer notes it specifies to verify all numbers. Operator did not do this and when Voice Carry Over user asked why not operator typed "One Moment Please". Proceeded to transfer him to customer service.	01/19/08	Spoke to this agent regarding this call. Agent does remember having trouble with the Frequently-Dialed list for this particular call. Went over call procedure for this particular customer's request. This should not be a problem going forward.
48	01/18/08	Customer being billed by Sprint when the carrier of choice had been entered in Customer Database effective 7-07. (apologized for problem, advised Trouble Ticket and complaint would be entered. Customer requests contact ASAP.)	04/25/08	Relay Program Manager called, unable to reach customer. Left a message on answering machine requesting customer contact customer service if problem comes up again.
49	01/17/08	Accuracy of captions	01/17/08	Customer shared general feedback regarding the accuracy of captions. Customer service suggested customer consider documenting the date, time, Communication Assistant number and example of captions for more specific follow up. Advised customer we can address captioning quality with a specific Communication Assistant. At this time, we have shared the general feedback with the Call Center management.
50	01/14/08	Operator did not confirm number to dial before dialing out.	01/14/08	Apologized to customer and coached operator to read over customer notes a little more carefully.

51	01/11/08	<p>After the call, TTY customer reported that agent did not follow the customer notes. His note states to verify the number before dialing out however this agent did not verify and s/he just dialed out. TTY then said to hang up but he got disconnected. He thinks that the agent hung up on him instead of the person he called . Apologized for the convenience and assured this will be forwarded to appropriate personnel. Wants a follow up via email.</p>	01/11/08	<p>Spoke to the agent regarding following customer notes. The supervisor reviewed the importance of following customer instructions. The agent understands and is aware of the necessity to review customer notes before placing calls. Follow-up e-mail sent.</p>
52	01/11/08	<p>PCS Manager assisting deaf customer complains of repeatedly working to correct customer billing issue for data plan, codes don't work and he wants it fixed. Apologized, provided website and TTY number for data plan. Gave customer Program Manager contact information, took customer and PCS Manager contact information and let customer know I would make his concerns known. Customer wants contact.</p>	04/01/08	<p>Relay Program Manager met with manager at Sprint PCS store. They now have the correct contact information and e mails for appropriate sales manager. Resolved.</p>
53	01/10/08	<p>Voice caller was using a cell phone and had to speak loudly to accommodate cell phone static. Operator typed to TTY user that voice person was rude and getting irate. Operator stated to voice person " I have to let caller know everything that is going on with the conversation." Apologized to the customer and informed her the situation would be followed up on with the operator's supervisor. Customer satisfied.</p>	01/10/08	<p>Operator stated that she called over a supervisor after the outbound hung up and the voice user started yelling at the operator. Operator had requested the spelling of an unfamiliar word and informed outbound of exactly what was going on with the call. Outbound told voice person that she would just hang up. Operator did not disconnect the call. Operator was patient and professional throughout the call. There was a lot of static on the line and it was interfering with the unrecognizable word the operator had requested be spelled.</p>

54	01/10/08	Voice Carry Over user stated that operator did not follow instructions listed on the customer notes. Communication Assistant did originally verify the number which was incorrect and the Voice Carry Over repeated the number. Communication Assistant then placed the call. Apologized for the inconvenience. No follow up necessary.	01/10/08	Coached agent on proper procedure.
55	01/10/08	Accuracy of captions	01/11/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative advised customer how captions are generated using voice recognition, and how one can ask the speaker to slow their spoken words if captions go too fast to read. Customer agreed to document the date, time, Communication Assistant number of any future calls that are less than satisfactory, for more specific follow up with call center personnel and thanked Customer Service for CapTel's outstanding service.
56	01/09/08	Disconnect/Reconnect during calls	01/09/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. This resolved the customer's issue.

57	01/08/08	Voice Carry Over gave number to dial and in his customer notes it states to verify all numbers before dialing out. Operator did not do this!	01/08/08	Spoke to the agent regarding this complaint. Reminded the agent the importance of reading customer notes and following those instructions. The agent understands. The agent will get a supervisor in the future if she has any issues. No follow up requested.
58	01/05/08	Switched phone company to Cablevision. Customer is able to use TTY on phone line just fine. Customer's brother is able to use voice on the phone line just fine. Problem occurs when customer attempts to use Voice Carry Over through relay. The person on the other end cannot hear the customer. Customer contacted Cablevision to report the problem and was notified by a supervisor that Cablevision does not support TTYs (customer reported problem to Sprint Customer Service via TTY on Cablevision).	01/05/08	Technician spoke with the supervisor of technical support at the TTY business. He said they have run into this situation many times with other Cable providers and on a case by case basis the providers were able to fix the cause of severe garbling. In this case the technician thinks the customer needs to contact Cablevision and refer them to the TTY company technical support personnel for assistance. Technician left message for customer with this information.
59	01/04/08	TTY customer received garbled message via New York Relay. Operator also received garbled message from customer who reports the problem is defective relay equipment. Customer could not complete important call due to garbled messages. Customer requests contact via email ASAP.	01/09/08	The technician repaired faulty equipment at the agent position. Relay Program Manager e mailed the customer with resolution.

60	12/31/07	Voice Carry Over customer stated that agent dialed out the number provided without verifying the number back to the Voice Carry Over customer as per instructions in the customer's notes. Apologized for the inconvenience and assured the Voice Carry Over user that the agent will be coached. No follow up necessary.	12/31/07	Agent was coached on the importance of reading the customer's notes and following those instructions.
61	12/30/07	Tries to call an international number and recording comes on saying something like "Call not valid from this number." No outdial restriction in profile. Referred customer to LD company in case source of problem was not relay.	12/30/07	Trouble Ticket was opened by Customer Service Representative on 1/2/08. 01/03/2008 Verizon has fixed the problem and customer has tested successfully.
62	12/28/07	Communication Assistant verified the first number but not the second number. Said Communication Assistant didn't respond to his question. Communication Assistant could not understand customer.	12/28/07	Team Leader spoke with Communication Assistant and reminded her to call a supervisor for help if she does not understand the caller.

63	12/27/07	Voice Carry Over customer got agent on line. The customer provided the calling to number and then the agent asked for the number. His customer note states to verify the number prior to placing the call. Voice Carry Over stated that the agent did not repeat the number and the line got disconnected. Apologized for the inconvenience and assured the customer that this complaint will be forwarded to the agent's direct supervisor. Follow up on this matter via email.	12/27/07	The agent does remember the call and stated her computer froze which does not allow her to type a response to the customer. The supervisor was notified of the situation. emailed customer a follow up letter.
64	12/22/07	Operator dialed out without verifying dial to number. Customer notes state to verify phone numbers before dialing. Then after "Still Ringing GA" caller speaking to operator and the operator responded "Who are you talking to" and then typed "Call being disconnected due to no response". Would not respond to Voice Carry Over. Team Leader apologized.	12/22/07	The operator does not remember the call. Coached agent on being polite, professional and courteous at all times. I also explained to the agent at no time should a call be disconnected. Read and follow all customer notes before processing the call.
65	12/12/07	Customer reports operator sounded rude. When pacing told customer " Hold on. I'll have to get everything verbatim" in a rude tone. Customer states she lost her train of thought because of it. Apologized to customer and let her know the Operator will be coached. Customer satisfied.	12/12/07	Spoke with agent and she stated that she normally does not say "HOLD ON" when pacing customers. She said she uses the phrase "ONE MOMENT PLEASE". If she did say HOLD ON she said it might of been out of frustration after trying to pace the customer to no avail. Instructed agent if agent has tried 3 times to pace person and they still won't slow down then they need to inform the caller that they are unable to type verbatim because of person talking too fast. This way they can leave it up to the other user to ask the person to slow down.
66	12/12/07	Agent did not verify the calling to number before dialing out. Customer would like a follow up via email.	12/12/07	Coached agent on reading and following customer notes before processing the customers call. Emailed customer a follow up email.

67	12/11/07	TTY customer cannot reach relay via 711. Apologized for the problem and opened Trouble Ticket. Caller would like follow up from program manager.	12/11/07	Technician could not reproduce the problem, the test calls worked fine. Attempted to reach the customer, no answer, no answering machine.
68	12/10/07	I called New York Relay. I got Communication Assistant xxxx on the line. I had an emergency, he did not follow my instructions. I told him I wanted to talk to his supervisor. He went and got Supervisor yyyy, who was absolutely excellent. We began the call again, he still did not follow my instructions. I ended up finally being able to report this car as stolen. I was so aggravated by this Communication Assistant's silence after several times I said GA during these long calls that I asked to speak to Supervisor yyyy again, but got Supervisor zzzz instead, who was equally clueless and not helpful. They simply did not follow my instructions. I could not report my car as missing for over an hour.	12/10/07	Operator was coached and given a thorough review of Voice Carry Over call processing and also reminded about the importance of following the customer's instructions, keeping the caller informed at all times and being responsive and focused during each and every call. A review was also done on call processing procedures for recordings. A follow up email was sent to the customer per her request.
69	12/05/07	Customer states that she cannot reach the New York relay service when dialing the Voice Carry Over Dedicated line number. She can get through on the old TTY number. But she has to try 4 or 5 times to finally get through on the Voice Carry Over line. Relay Customer Service response: Apologized but noticed records that this problem happened back in September. Suggested she may not have the correct number programmed into her phone or lightning may have knocked out the programming. Did rebrand the line (it already WAS showing as Voice Carry Over). Suggested she check the number that is programmed to make sure it is working correctly. Opened Trouble Ticket. No call back requested.	01/09/08	Technician reports that this problem was solved. If customer calls again, please do verify that the correct Voice Carry Over number is in her telephone.
70	12/03/07	Customer needed voice-mail retrieval and is unhappy with the amount of time it took. Operator was unable to process the call and seemed confused. Apologized to the customer and informed him the operator will be coached by the supervisor. Customer satisfied.	12/03/07	Operator stated she had never done voice mail retrieval before and mistakenly started to do an answering machine retrieval instead. When that didn't work she summoned a supervisor for assistance. There was a delay in getting a supervisor as the supervisor was very busy but she provided assistance to the operator to get the messages as quickly as they could. Operator was coached by the supervisor as to each step involved in doing a voice mail retrieval and was given the page out of the PRG to review.

71	12/03/07	Customer says there is garbling and long periods of nothing. Customer wants contact through New York Program Manager.	12/03/07	Supervisor witnessed that everything was fine at Relay's end of the call. Sent information to New York tech. Sent information to New York program manager. Program manager is sending a Relay Ambassador to assist customer. New York Relay Ambassador visited customer. There were no issues while Relay Ambassador was there. However, Ambassador left a replacement Voice Carry Over phone to see if that will make a difference. Relay Ambassador will follow up with customer to be sure all is well. Also demonstrated CapTel, and customer may check into that as well.
72	12/03/07	Captions Lag too far behind voice	12/03/07	Customer shared feedback regarding the captions lagging behind the voice. Customer Service Representative apologized for this incidence and thanked customer for the feedback. Customer was informed that specific follow up can be done with appropriate captioning service staff provided the date, time, Communication Assistant number of a specific call.
73	12/02/07	Operator did not pay attention to the number customer Gave. Required supervisor to acquire the correct number to dial. Customer wanted to leave a message on answering machine. Operator took control of the call and redialed seven times. Customer typed "hang up hang up GA" and nothing happened. Operator does not pay attention to their screen.	12/02/07	Spoke with agent. Agent states the customer kept going back and forth between Voice Carry Over and TTY and every time the Communication Assistant indicated "GA" for the Voice Carry Over person to leave a message, customer would type hang up.

74	12/02/07	Operator did not pay attention when the customer Gave the number. Customer had to repeat the number 3 times. Operator did not keep the customer informed that they were holding. (Recording playing) sent, then there was 2 minutes of dead air. This happened a total of three times before holding macro was sent. Customer pressed the space bar several times and typed "hang up hang up GA," nothing happened. Customer repeated this step and nothing happened. Operator does not pay attention to their screen.	12/02/07	Agent coached on proper procedures. No follow up requested.
75	11/30/07	Operator did not type out name of company per customer notes. Didn't keep Voice Carry Over user informed.	11/30/07	Team Leader met with Communication Assistant and reminded them to always look for customer notes and follow them.
76	11/30/07	Customer notes requested company name to be typed to them if it is a recording. Communication Assistant could not understand company name, did not type it and did not inform customer that she did not understand.	11/30/07	Team Leader met with Communication Assistant and reminded them to read the customer notes and follow them. If a recording is not understood, they must let the caller know that the recording was unclear.
77	11/30/07	The Voice Carry Over customer was upset that he found out that he does not have note being displayed and wants this resolved ASAP. Stated that he had had problem of his notes disappearing. Apologized for the inconvenience and assured that this will be forwarded to appropriate personnel. Follow-up via email.	11/30/07	Relay Program Manager e mailed customer as requested to make sure that problem has been fixed.

78	11/30/07	Customer stated that the operator took too long to make the call. When asked who to call, the operator would not exit the frequently dialed list and dialed the incorrect number. The operator did not verify the number with the caller. When the customer then asked for a supervisor, he was told that there was not one available. The customer would like follow up via e-mail.	11/30/07	Coached agent on proper procedures. E mailed customer a follow up letter.
79	11/27/07	Voice Carry Over customer complained that Communication Assistant messed up call and didn't follow instructions of Voice Carry Over customer. Assistant supervisor told customer appropriate people would be notified.	11/27/07	Met with Communication Assistant. Communication Assistant was following procedures when asking customer to repeat verbal instructions.
80	11/27/07	Voice Carry Over customer said that the number the Communication Assistant dialed reached a recording saying that the number cannot be connected. Customer said that he has called that number before and it has gone through. No follow up requested.	11/27/07	Followed up with this agent regarding these issues. Agent explained that she placed the call and then a billing code window came up (it was an 888 number). She then proceeded with a local override per assistant supervisor's instruction. reached an recording stating that the call can to completed as dialed. Agent was then instructed to attempt the regional 800 procedure and reached the same recording. Agent followed proper procedure and relayed such.

81	11/27/07	Customer typed instructions to the operator and then "GA". Customer noticed a "busy signal" and believes the operator hung up on them because there was no communication at all from the operator after the instructions and "GA" were typed. Customer would like follow up.	11/27/07	Team Leader met with Communication Assistant and reviewed disconnect policy. Letter sent to customer by Team Leader. A copy of the letter was sent after learning customer did not receive the first copy.
82	11/26/07	TTY user complains he was billed by Sprint for LD calls when using New York Relay. Apologized, explained LD calls will default to Sprint LD if carrier is not selected, established Customer Profile per customer's information and offered to credit charges. Customer does not want follow up.	11/26/07	Customer profile has been updated.
83	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

84	11/22/07	Customer gave number to Communication Assistant, verified per customer notes. Customer changed the area code and said the Communication Assistant didn't re-verify the number.	11/22/07	Team Leader met with Communication Assistant and Communication Assistant remembers this call and did not realize she had to re-verify the number. Communication Assistant understands this now.
85	11/16/07	Turbo TTY user received garbled messages and requested the operator to repeat the transmission. The operator did not honor the customer's request. Apologized for the inconvenience and advised customer this will be forwarded to the handling call center.	11/16/07	The agent does not remember this particular call. The supervisor reviewed procedures with the agent regarding garbling. The supervisor also reminded the agent to repeat information to the customer when requested. The agent understands. No follow up required.
86	11/14/07	New York Voice Carry Over user is branded and noted as Voice Carry Over, complains agent kept repeating "number dialing please," and she had to repeat, and then the agent hung up. Apologized, provided dedicated Voice Carry Over users number to use rather than the voice/hearing number or 711. I also explained the benefit of using Voice Carry Over number and let her know I would inform the supervisor of the issue. No contact wanted.	11/14/07	Agent remembered this call, as it had come in on the wrong line and agent was unable to connect it to the correct line. Coached agent to complete Trouble Ticket when situations like this occur.

87	11/13/07	The Voice Carry Over customer stated in the middle of the conversation the Voice Carry Over instructed the agent that he will be typing out words [because the voice person did not understand] however he could not received any texts from the agent. after several prompts, he finally got a typed text from the agent that the person has hung up. He then requested a supervisor and he then was disconnected. Apologized to the customer for the inconvenience and assured the customer that this agent will be followed up and that he would received a follow up from the agent's supervisor. Wants a follow up via email.	11/13/07	Agent recalls this situation. Voice Carry Over person wanted to switch to TTY in middle of call so agent switched call type to TTY. After outbound person hung up, Voice Carry Over person wanted to switch from TTY back to Voice Carry Over call type but agent was not able to technically do this. Agent typed an apology that she was not able to switch the system back to Voice Carry Over but never got a response. After an appropriate amount of time without a response from Voice Carry Over person, agent typed to him that there was no response so hanging up. Followed up with customer via email.
88	11/07/07	Answering machine message retrieval	11/08/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.
89	11/06/07	Accuracy of captions	11/06/07	Customer shared feedback regarding captions on some calls. Customer Service Representative thanked customer for the feedback and explained how captions are generated via voice recognition. Customer Service Representative suggested if the customer would like to document the date, time, Communication Assistant number for a specific call, we can follow up with that captionist's supervisor and meet with the captionist to monitor quality or assess if further training is needed.

90	11/05/07	New York Voice Carry Over customer stated that this agent did not read his customer notes first because in his notes it states to verify the phone number first before outdialing. He is upset and wants this agent to be coached.	11/05/07	Agent was coached by team leader to be sure to read customer notes.
91	11/04/07	Voice Carry Over customer said the agent did not read his notes and did not verify the outdial number before proceeding as his notes instructed. Apologized and told him this would be forwarded to appropriate supervisor for follow up. No follow up requested.	11/04/07	Agent was spoken to about this complaint. The agent does not remember the call. The supervisor reviewed call procedures with the agent and stressed the importance of following customer instructions. The agent understands. No follow up requested.
92	11/02/07	Accuracy of captions	11/02/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up.

93	10/29/07	Voice Carry Over stated that the operator asked him for the number to dial twice and he said it both times but the operator never seemed to get it. He then called the operator "stupid" and the operator typed, "Don't talk to me that way. I'm disconnecting now" and then the operator hung up. Apologized to the customer for the disconnect. Informed the customer that this would be forwarded to the appropriate supervisor. No follow up requested.	10/29/07	Met with Communication Assistant. Communication Assistant remembers call. Call came in on Voice Carry Over line and Communication Assistant had no response. Communication Assistant asked for number to call and Voice Carry Over user said sooooo GA. Communication Assistant asked again and Voice Carry Over user said sooooo GA. Then Voice Carry Over user started typing and Communication Assistant switched to TTY line and Voice Carry Over user refused to give number, calling the Communication Assistant stupid. Communication Assistant asked for number to dial and Voice Carry Over user hung up. Communication Assistant denies telling the Customer to not talk that way and denies hanging up on customer. Says Customer hung up first.
94	10/25/07	New York Voice Carry Over customer states the relay operator did not follow his notes by verifying the calling to number. Customer said it happened on two calls. Customer Service apologized to the customer. Customer would like follow up.	10/25/07	Communication Assistant was spoken to regarding this call and email was sent.
95	10/24/07	Technical - General	10/24/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.

96	10/19/07	New York Voice Carry Over customers notes state to verify the number before dialing out. The Communication Assistant did not verify the number, then when the customer questioned the Communication Assistant the Communication Assistant asked the customer if they would like to speak to their supervisor. When the customer said yes the Communication Assistant transferred the customer to customer service instead. Customer Service apologized to the customer. Customer would like a follow up via email.	10/19/07	Operator was coached about the importance of reading customer notes and listening to the customer's specific requests. It was explained to him that if a customer wants a supervisor to ask for one to come over, don't transfer to customer service. Operator stated he fully understands what is expected of him from this point forward. A follow up of the results of this discussion was emailed to the customer.
97	10/19/07	Voice Carry Over customer no longer receiving Caller ID via New York Relay from local calls. Trouble Ticket opened.	10/24/07	Technician has rebooted equipment, and has attempted to contact customer. Unable to reach customer but it appears that the problem should be solved per test calls from technician.
98	10/15/07	Accuracy of captions	10/15/07	Customer shared a generalized statement about the accuracy of their calls. Customer Service Representative thanked the customer for the feedback and suggested customer document the date, time, Communication Assistant number so that we can follow up with specific Communication Assistants and their supervisor. Customer unfortunately did not have specifics, but was encouraged to share future incidences.

99	10/10/07	Voice Carry Over user said agent did not follow his customer notes of verifying the number to dial before dialing out. Apologized and told the customer this would be passed along to the agent's supervisor. No follow up requested.	10/10/07	Team Leader met with agent. Agent does not remember the call but was coached on the importance of reading customer notes and following customer instructions. Agent understands.
100	10/10/07	Customer states she is unable to connect to the New York Relay when dialing 711. The toll free number wasn't a problem. Apologized for the inconvenience. Trouble Ticket was opened. No follow up.	10/10/07	Relay Program Manager worked with technician and Auxiliary Relay Service. This is a translation issue at the PBX site. Unable to recreate problem. Left follow up phone numbers if further assistance is needed.
101	10/08/07	Technical - General	10/08/07	CapTel Technician determined the issue was with routing of 800 number in non-CapTel state calling into CapTel in another state. The routing issue was resolved. Customer was satisfied.

102	10/02/07	Customer wanted agent to dial a number and ask for Dell phone number. Before dialing out the customer wanted agent to verify what company they were going to ask for, but agent said they "can't do that!" Dialed out and got info for customer but customer was angry and yelling that instructions were not followed. Said agent disconnected caller because didn't appreciate yelling. No follow up required	10/02/07	Team Leader spoke with Communication Assistant and stated under no circumstances were they to disconnect any caller! Instructed Communication Assistant to call Team Leader for assistance so if call needed to be disconnected they could do it and log it.
103	10/01/07	Billing - General	10/01/07	Discussed billing and took appropriate action.
104	09/26/07	New York Voice Carry Over complains she has to call back 4 or 5 times using different numbers to get an answer from New York Relay Services. Customer upset agents ask her to repeat herself. Apologized, explained using the dedicated Voice Carry Over number is best, as fluctuating between the different relay number's may generate a system search delaying her connection to the operator. Let her know I would inform the technicians for researching the issue. Entered Trouble Ticket. Customer does not want contact.	09/26/07	Technician verified customer is branded Voice Carry Over, calling Voice Carry Over number should be answered correctly. Test call worked OK to test position. Unable to reproduce the problem. Customer Service advised customer to continue using Voice Carry Over number and contact us if any further issues.
105	09/25/07	Accuracy of captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. In follow up* customer noted captions were good. Customer satisfied.

106	09/25/07	Technical - General	09/25/07	Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter, it was learned the 800 number was not designated to allow relay calls. Administrator of the card stated they were not willing to change the line configuration for the 800 number. Calling card provider had no alternative to offer. Customer was advised to consider use of an alternate calling card as an interim solution. Tech support is reviewing possible long term solution.
107	09/25/07	Accuracy of captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. In follow up, customer noted captions were good. Customer satisfied.
108	09/24/07	New York Voice Carry Over customer states they are not receiving inbound callers number on their caller ID when they call through relay. If the caller calls without relay they do receive the number. Customer Service apologized to the customer and turned in a Trouble Ticket. Customer does not need follow up.	09/24/07	Technician restarted/rebooted equipment. Problem should not persist.

109	09/24/07	Customer states that he cannot call his daughter as the agent gets a recorded message that his calls are blocked. Relay Customer Service response: Apologized for the problem and assured that a Trouble Ticket would be sent in as stated. Call back requested when the problem is fixed.	10/01/07	Technician restarted/rebooted equipment. Problem should be fixed. Relay Program Manager called customer 3 times, but there was no answer and no answering machine.
110	09/24/07	Accuracy of captions	09/24/07	Customer shared feedback regarding accuracy of captions with external answering machine. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up. Also advised customer how to maximize sound quality for captionist.
111	09/24/07	Captions Lag too far behind voice	09/24/07	Customer shared feedback regarding captioning speed. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant number for more specific follow up. Educated customer on why some calls may lag given content of conversation and what customer can do to take control of the call by asking caller to slow down and annunciate.

112	09/21/07	Accuracy of captions	09/21/07	Customer indicated experiencing garbled and inaccurate captions. Suggested that customer identify specific examples (with dates and times) of the questionable captions for further investigation. No detail for follow up measures has been provided to customer service.
113	09/21/07	Technical - General	09/21/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.
114	09/20/07	New York Voice Carry Over customer is receiving "unidentified caller" on their caller ID when person calls them through relay. Customer gets number on their caller ID when person calls them directly. Customer Service apologized to the customer. No follow up needed.	09/20/07	Technician rebooted the system. Caller ID should work now. No contact required.

115	09/17/07	Customer states she asked the operator to repeat something that was typed last and operator said he didn't have the information. Apologized to the customer and informed her the operator will be coached. Customer satisfied and does not request a call back.	09/17/07	Had a discussion with the operator who remembered the customer asking for something to be repeated, but it was something that was not part of the last statement that the voice person had said and it was also previously acknowledged with a response. The operator would have been breaking transparency if he had complied with the customer's request.
116	09/17/07	New York Voice Carry Over customer states that she requested the agent to hold for a moment and when she returned the agent had hung up on her. Apologized to customer. No follow up requested.	09/20/07	Spoke to agent. Agent does not remember but does understand that after 3 minutes if no one responds the agent will notify the customer that the agent needs a number to dial if no response after 2 attempts then the agent is allowed to disconnect.
117	09/14/07	Technical - General	09/14/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.

118	09/05/07	Hearing Carry Over customer states that she still cannot hear the agents or her voice caller or recorded messages clearly when making relay calls. She has asked for this many times. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. Call back requested when the problem is fixed. Trouble Ticket sent in.	10/01/07	Technician tested this again and the volume is lower when operator is leaving message. Technician will call customer back and let her know this. He has attempted to reach customer 3 times. No answer.
119	09/05/07	Accuracy of captions	09/05/07	Customer shared feedback regarding incorrect word appearing in captions. Customer Service Representative explained captioning procedure and why errors may occur. Apologized for incident and thanked customer for the feedback. Suggested customer document the date, time, and Communication Assistant number of any troublesome calls in the future.
120	09/01/07	Customer reports that both operators did not place his/her calling card call correctly. States that upon trying to instruct the operators as to what to do, received no response from either one. Apologized to customer and informed her that the complaint would be forwarded to the agent's supervisor for immediate follow up. Customer satisfied and does not want a call back.	09/01/07	Team Leader met with agent. Agent remembered the call. She followed customer instructions using calling card. The line never rang, just went straight to recording saying something like "the party you are trying to reach is currently not available." Sounds as though agent did everything correctly, but we discussed proper call procedures and the importance of following customer instructions. Agent understands. Team Leader met with 2nd agent. Agent remembers the call. She said the exact same thing (independently) that the other agent said. The customer was using a calling card and the call went through but they got a recording that the person was not available. Customer said agents didn't dial correctly. Tried several times but got the same recording each time. Went over proper call procedures. Agent understands.

121	08/29/07	Operator did not follow instructions to verify the number first before out dialing and did not use the correct macro. Apologized to customer and informed him that the Operator will be coached. Customer was satisfied.	08/29/07	Operator was coached to always read and follow all customer instructions. Also reviewed correct macros for call closings. Operator very receptive to the feedback.
122	08/22/07	The operator had to ask for the number I wanted to call 5 times. She said I was speaking too fast and speaking before the "GA", but the current operator had no problems understanding my instructions. Operator didn't understand what press 0 mean and kept questioning me. She couldn't place the call and was incompetent. Apologized to the customer and told her the issues would be followed up with the operator.	08/22/07	Customer had provided a long list of complicated instructions and the Operator asked her to repeat and clarify some things. The customer became impatient. The operator was coached to get a supervisor for assistance right away when faced with this situation.
123	08/17/07	Disconnect/Reconnect during calls	08/17/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

124	08/17/07	Echo Sounds - CapTel user hears	08/17/07	<p>Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.</p>
125	08/13/07	<p>Customer has database notes to verify all numbers before dialing out on calls. The operator asked customer to repeat the number and then she did not verify the number to the customer. Apologized to the customer and let him know the operator will be coached right away. Customer satisfied and would like resolution of the matter sent to his email address.</p>	08/13/07	<p>The operator was coached to verify the phone number, even if she's positive she understood the number correctly after it was repeated. Operator was very apologetic and now has a thorough understanding of the customer's expectations. Resolution of the matter sent to customer by email, per his request.</p>
126	08/13/07	<p>Hearing Carry Over referred operator to her database notes and asked her to follow them. Agent dialed number and did not follow instructions. When Hearing Carry Over customer asked what happened, agent was rude to her and said she did what she was supposed to do but it didn't work. When Hearing Carry Over asked for supervisor agent said she is right here and said "I did my job right." Hearing Carry Over believes agent lied to her about supervisor and felt the answer was not professional. Apologized to the customer and assured her our goal is to provide excellent customer service and that the complaint would be looked into. Assured the customer that a follow up would be performed. Requests follow up.</p>	08/13/07	<p>Operator does remember the call and did have a supervisor come over to assist. According to what supervisor observed the operator did everything correctly. Attempted to contact customer four times and did not get an answer.</p>

127	08/13/07	A New York Voice Carry Over customer called to complain that she has had several problems with the relay service lately, including delays in reaching relay operators, and most recently, trouble leaving messages on her son's answering machine, which disconnects when the agent redials to let her leave a message. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	08/13/07	Technician attempted to contact customer 3 times. Unable to reach customer. Trouble ticket closed.
128	08/09/07	A New York Speech to Speech customer called to complain that the agent was "really nasty," and "rude." Apologized for inconvenience. No follow up requested.	08/15/07	Supervisor met with the Communication Assistant and she said she had a hard time hearing and understanding him so she asked him to repeat and he hung up.
129	08/06/07	Customer asked for a supervisor because he wanted to inform relay the operator did not follow instructions to verify the number before dialing, but after he asked for the supervisor the operator hung up on him. Apologized to the customer and informed him the operator will be coached as soon as possible on proper call procedures. Customer requests follow up via email.	08/06/07	Operator was coached to follow the customer's instructions. When questioned about operator possibly disconnecting the call the operator stated she remembered the customer yelling at her and hanging up. Operator was reminded to utilize supervisor assistance when necessary. Follow up email sent to the customer.
130	08/03/07	Operator did not follow customer notes. Voice Carry Over user was very upset and has stated he's seriously thinking about contacting a lawyer because of the problem.	08/03/07	Agent says that nothing has occurred recently that she can recall. The operator thinks it might be a Voice Carry Over call that she handled several weeks ago where she was having a lot of trouble understanding what the Voice Carry Over user was saying. The customer became impatient and annoyed and the agent notified the supervisor. The supervisor recalls this particular situation. Voice Carry Over user was upset because relay agents "keep dialing the wrong phone numbers." The supervisor took over the call and was able to successfully complete the call.

131	07/31/07	<p>Customer Complaint: Caller reported that the Communication Assistant did not follow instruction notes to verify the number before dialing out. Customer Service Response: Apologized and told caller the report would be sent to the call center supervisor. No follow up requested.</p>	07/31/07	<p>Agent does not remember the call. Supervisor went over procedures with the agent and explained to always follow customers instructions.</p>
132	07/30/07	<p>Customer states that she was calling to Directory Assistance and gave the agent all the necessary information for what was needed. Agent dialed the number to Directory Assistance and then asked what to tell the operator. I had to give the information twice. The agent finally gave me the number. The customer asked the agent why she had to give the information twice and then the call disconnected. Customer believes the agent hung up on her. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.</p>	08/03/07	<p>Agent states she dialed as instructed, typed how the operator answered the phone (Welcome to Directory Assistance. How may I help you Q) and began relaying callers information while sending the (Relaying your info) macro. Agent states the customer interrupted and began answering the questions. Agent said she assumed the customer changed their mind and so relayed what the caller typed. Agent followed correct procedure. Agent denies disconnecting customer, but was coached on the consequences of disconnecting customers.</p>
133	07/24/07	<p>Cut off in middle of conversation. Slow typing and poor spelling.</p>	07/24/07	<p>Team Leader spoke with Communication Assistant and agent said that the outbound hung up and he tried to explain this to the TTY caller but they insisted the Communication Assistant was the one who disconnected. Team Leader reminded Communication Assistant to type at appropriate speed and to spell words correctly.</p>
134	07/24/07	<p>Customer Complaint: Speech to Speech caller reported that the Communication Assistant was very rude and abrupt during his call. The Communication Assistant didn't seem to want to deal with the caller, seemed to have a poor attitude with the tone of their voice. Customer Service Response: Apologized for the issue and told him the report would be sent to the call center supervisor. He said he had spoken with a supervisor at the time of the call. No follow up requested.</p>	07/24/07	<p>Team Leader met with Communication Assistant and reminded her that she needs to try to "smile" when taking a call even when she may not feel like it. This Communication Assistant has kind of a gruff voice anyway so she needs to work a little harder to try to not sound rude, even when she doesn't intend to.</p>

135	07/21/07	<p>Customer said operator refused to place a call for her when she said she was calling a specific mansion. Operator told her that "relay does not place calls to the Mansion".</p> <p>Customer states that she was trying to contact one of the secretaries so she could leave a message for someone at the mansion because she was calling from the airport and her flight was delayed. She wants the operator to realize that there is someone at the mansion who is deaf in case she gets her call again. Apologized to the customer and informed her the operator will be followed up with as soon as possible. Customer declined a call back and was satisfied.</p>	07/21/07	<p>Team Leader spoke with Communication Assistant and reminded her that we do place calls to the Mansion and she is not to refuse to make a call without approval from a Team Leader. If she is in doubt she should ask for a Team leader's assistance.</p>
136	07/17/07	<p>The call had finished and customer was asking the operator if the person received the message. She didn't relay anything back to me. Apologized to the customer and told her the operator will be pulled for a discussion to discuss correct procedures. Customer satisfied and does not want a call back.</p>	07/17/07	<p>Operator was pulled for a discussion and answering machine procedures were fully reviewed as well as procedures regarding responding to customers questions and providing excellent customer service.</p>
137	07/14/07	<p>Operator verified phone number first time per customer notes but misheard it. When customer gave the number again operator did not verify it. Then she asked him if he wanted to hold for a live person, but his notes say to get a live rep, so there is no need to ask. Thanked customer for letting us know about the situation and apologized for any inconvenience. Informed customer that the operator will be coached and improvement expected. Customer satisfied with this and does not request a follow up call.</p>	07/14/07	<p>Had a discussion with the operator and reminded her to verify the number every time even if she knows she understood it correctly. Reminded operator to read customer notes so that customers instructions are followed and that excellent customer service is assured.</p>

138	07/12/07	New York Voice customer said when she placed a call through the relay yesterday the Communication Assistant was rude and impatient. She explained that when she asked him to hold for a sec while she collected her thoughts "The Communication Assistant acted childish huffing and puffing like he was being put out". Complaint was received via fax from Auxiliary Relay Service. Does not state whether the customer wants follow up or not.	07/12/07	Operator stated she is always very careful in making sure there is no static or background noise interfering with the line. Procedures were reviewed about muting the microphone when needed so customer does not hear any throat clearing, coughing or other noises.
139	07/09/07	Service - General	07/09/07	Customer reports brief inability to call out. On Saturday 7/7/07 at approximately 1:00 pm the call center experienced a telephone network problem on outbound circuits preventing some calls from completing the outbound dial. The situation was resolved by 2:15. Overall service level was not affected. Apologized to customer for this incidence. We are working with the telephone network provider to determine the root cause of the situation. Customer re-tried call and was able to get a call through.
140	07/08/07	Customer could not connect to New York relay service. there was no dial tone on the line. customer received a message saying "No Direct Connection" when calling into the relay center. provided Verizon repair number and placed a test call to answering machine to make sure the line was working properly. the customer also had a very severe problem with garbling possibly related to a Turbo Code issue.	07/08/07	Issue has been forwarded to technician for follow up. Technician checked the line for trouble and found the number to be no longer in service.

141	07/08/07	A New York Voice Carry Over user called to complain that agent did not follow her instructions on the call to leave a message on voice mail the first time. Apologized for the problem. Customer did not request follow up.	07/08/07	Communication Assistant does not remember a call like this. Coached on importance of reading customer notes as well as any typed instructions from the customer before dialing out to assure that we are following customer's instructions.
142	07/08/07	Customer states in writing that she was treated rudely by the New York operator and supervisor. In her attempt to make a call the Relay operator was "curt and offensive." The supervisor was "insensitive and needlessly hurtful to an elderly woman." Apologized. Follow up requested.	07/08/07	Supervisor was questioned about the situation and remembered it clearly. The voice caller was trying to call her mother and neither party was deaf or hard of hearing so supervisor was trying to explain that she could call her mother directly and that possibly she dialed relay in error. Customer would not listen and became very irate and demanded that the call be put through to her mother. Supervisor had to apologize and repeat many times that unfortunately this was not possible as neither party was deaf or hard of hearing. Customer would not calm down and became more and more upset. Follow up to the customer was emailed per customer's request.
143	07/08/07	The voice of the Voice Carry Over customer could not be heard on a Relay call with the program manager. Trouble Ticket was opened. Follow up requested.	07/08/07	07/11/2007 10:52 - Technician had not heard back from customer. Technician called several times, and left a message with customer's husband. Closed ticket as customer unavailable.

144	07/02/07	Customer said the operator did not read the number back to the caller before outdialing, as was instructed. Apologized to the customer and let him know the operator will be pulled for a discussion. Customer satisfied and does not request a call back.	07/02/07	The situation was reviewed with the operator and she did confirm the number with the customer. The first time the operator misunderstood what the customer said, so typed the number back to the Voice Carry Over user and asked if the number was correct. He said no and corrected the operator. After getting the correct number the operator outdialed. The operator did not re-verify a second time because the correction was already given by the Voice Carry Over user so the operator just processed the call.
145	06/29/07	Service - General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.
146	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.

147	06/27/07	Voice Carry Over customer call into relay and got agent. Calling to number was provided and then the customer felt he was left "hanging" with no response from the agent. Then the call was disconnected. Customer felt that he has been experiencing several calls similar to this and felt that training issue could be an issue. Apologized to the customer and assured him that this agent will be followed up and that the training issue will be addressed. no follow up necessary.	06/27/07	Followed up with this agent. Agent stated that this never happened. He recalled one call that was placed and then there was no response from the Voice Carry Over customer so he proceed with the disconnection procedure.
148	06/26/07	Hearing Carry Over customer experiencing volume problems via Relay and cannot hear conversation as Hearing Carry Over user for past two days (advised Trouble Ticket and complaint would be entered) Customer requests contact ASAP	07/01/07	Technician tried to reach customer more than 3 times but was unable to.
149	06/25/07	Customer was upset because his customer notes instruct agents to not play recordings. The agent did type out an answering machine. Customer said that the agents have been consistently ignoring his notes. Customer did not want to provide us with his follow up information.	06/25/07	There are two types of customer notes regarding this the typing of recordings. One is: "Do not type ans mach." Another is: "Do not type recordings." Yet another one states "do not type ans mach/recordings." The agent heard an ans mach, not a recording, and thought it needed to be relayed. Customer should have notes updated to show that the customer does not want ans mach/recordings typed. Non Agent Error

150	06/25/07	New York Voice Carry Over customer says for the last week when she calls New York Relay operators are hanging up on her at least once a day.	06/25/07	Attributed to general agents. Center Manager was notified regarding this issue.
151	06/25/07	Billing - General	06/25/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.
152	06/22/07	Customer stated agent laughed when answering the call and was also told he was disconnecting.	06/22/07	Spoke with the supervisor who assisted this agent on the call and was told the agent did not laugh. Customer's phone line was cutting in and out making it difficult to hear what was being said. Followed up with customer and apologized for what happened with previous agent disconnecting at midnight. Also spoke about supervisor assisting on the call and technical issues that may have occurred.

153	06/20/07	Speech to Speech customer says this operator considered him speech impaired and the customer did not agree with that. He should be referred to as speech disabled. Unable to hear customer lots of times and has to scream at customer. Customer requests follow up	06/29/07	Supervisor met with Communication Assistant and coached her on saying "Speech Disabled" and to wait for complete thought. Also coached Communication Assistant to wait for caller to stop talking before speaking. Supervisor called customer to discuss resolution.
154	06/19/07	Customer states that the operator hung up on her. Customer gave the operator the number to dial. The line rang, and then the call disconnected. Apologized to customer and informed that the operator's supervisor would be notified. Customer declined a follow up call.	06/19/07	Team Leader met with this agent and discussed the importance of not disconnecting calls. Agent understands.
155	06/11/07	Billing - General	06/11/07	Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.

156	06/10/07	Customer was using a calling card. Agent did not inform customer of anything that was happening. Customer had to wait over 2 minutes before getting any typing from agent.	06/10/07	Apologized to customer and informed him that the supervisor would be in contact with the agent soon. Met with Communication Assistant and explained the steps and that each step should be told to the caller with macro's such as "entering info".
157	06/07/07	After the call was completed Voice Carry Over customer stated that agent did not adhere to his request to type rather than utilizing Voice Carry Over. Customer stated that the agent turned on the Voice Carry Over when he stated type. Also, the customer stated that the agent did not verify the number given prior placing the call per request. Apologized to the customer for inconvenience and assured the customer that this agent will be coached on proper procedure. No follow up requested.	06/07/07	Followed up with agent and agent thought that the dialing out macro including the calling to number in it would be sufficient verification. Agent was coached on proper procedure and now is aware that the instructions on the screen override the instructions in the Customer Notes.
158	06/07/07	Disconnect/Reconnect during calls	06/07/07	Customer reported a single call with repeated incidence of disconnect and reconnection during their captioned call. Reviewed with customer what may be causing disconnect / reconnect incidence to occur and requested customer monitor date and time of any future incidences and report them to Customer Service.

159	06/06/07	<p>Customer wanted person to person call to TTY user. When dialing a voice user answered and no TTY user was available. Customer was not able to complete the call to the voice user. Operator called this supervisor to assist the call. Customer states the supervisor was rude in handling the call and said the operator did nothing wrong on the call. Relay Customer Service response: Apologized for the problem. Assured that the complaint would be sent in as stated. Reiterated that voice to voice calls were not possible through relay. Did note that customer was very belligerent and did not want to hear that voice to voice calls couldn't be made through relay service. No call back requested.</p>	06/12/07	<p>Supervisor was assisting an operator with a customer who wanted to place a voice to voice call. Supervisor gained the pertinent information to gather that this was indeed the type of call the customer wanted. Supervisor informed the customer that voice to voice calls were not processed through relay and that they could dial the person directly. Customer became irate and demanded the call be processed through relay. Supervisor was not rude to the customer but had to be firm in expressing that this call type was not allowed.</p>
160	06/05/07	<p>Did not read customer notes. Notes said to confirm the number with the customer before dialing it. Apologized to the customer and told him we really appreciate the opportunity to assist him with his calls and let him know the operator would be coached. Customer happy with this and said he does not need to be called back about it.</p>	06/05/07	<p>Operator was immediately coached by the supervisor on duty. Reminded operator that part of providing excellent customer service is to respond to all of the customer's requests and that database notes must be read quickly and efficiently as soon as the call drops in.</p>
161	06/04/07	<p>TTY customer states relay did not listen to her. Customer told him not to explain relay to her boyfriend or not to announce relay either, then relay operator hung up on customer. Call happened on 6/2/2007. Customer requests follow up via phone call.</p>	06/12/07	<p>Operator is no longer employed with the company. Tried to contact customer 6/6, 6/8 and 6/11 with no success. There was no answer and no answering machine.</p>

162	06/01/07	New York Voice Carry Over customer states this agent did not follow instructions, did not keep her informed while waiting for line to ring and did not use calling card as requested on 2nd call placed, then hung up on her when she asked why these things were not being done. Relay Customer Service apologized to customer and thanked her for letting us know about this problem. No follow up requested.	06/01/07	Agent coached on proper procedures. No follow up requested.
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New York
FCC Complaint Log 2009

Complaint Tracking for NY (06/01/2008-05/31/2009). Total Customer Contacts: 113

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/08	A NY VCO customer states that when dialing 711, he gets a recording saying the number has been disconnected or is no longer in service. Relay Customer Service apologized for the problem and entered a trouble ticket. Follow-up is requested when 711 is fixed. Internal Update Performed	06/13/08	The issue has been resolved and NY TRS is now receiving 711 traffic properly. The number was properly restored and translations rebuilt to resolve the issue. The Relay Program Manager called the customer with an update.
2	06/13/08	A customer complained that she has been unable to reach NY Relay by dialing 711 since about 2:44 pm CST. She has had to dial the VCO dedicated number. Customer Service thanked the caller for letting us know and told her I would enter a trouble ticket to report the issue. I advised her to continue to use the toll free VCO number. Follow-up was requested.	06/13/08	711 service has been restored and the Relay Program Manager called the customer and let her know, per her request.
3	06/16/08	A caller reported that they have not been able to connect to NY Relay when dialing 711. Customer Service apologized for the inconvenience and informed the caller that technicians were working on the problem. I advised them to use the toll-free NY Relay number for a short time until 711 is available again soon. No follow-up was requested.	06/16/08	The 711 issue has been resolved and service is restored. The Relay Program Manager is unable to reach customer as no contact information was given.
4	06/16/08	A customer reports that they cannot reach NY Relay by dialing 711. No follow-up information was provided.	06/16/08	The 711 issue has been resolved and all calls are now going through.
5	06/16/08	A NY VCO user with a very clear voice complained that agents keep dialing 539, rather than 439 when she makes calls. The customer must stand to make calls, and being disabled this is a hardship. The customer suggested that agents may need periodic hearing tests. I apologized, explained I would be sure to inform the supervisors and trainers, and asked the customer to note the agent ID numbers so she can let us know specifics in the future. No contact wanted at this time.	06/16/08	Customer Service shared this input with the trainers. No further contact was requested at this time.

6	06/16/08	A customer reported that captions stop in middle of call	06/16/08	The call was researched and no technical or human factors for call disruption were found at the center. I explained that a one time occurrence of captions stopping during a call may be attributed to a bad connection, thus disruption in the call's data connection. The customer noted that this was a one time incidence and she has made numerous calls. I advised the customer to contact us should this experience occur again.
7	06/25/08	The customer was dissatisfied with the disconnect procedure and felt that the operator did not wait for a response long enough prior to sending "SK SK" at end of call. The issue was forwarded to a supervisor for follow-up on disconnect procedures.	06/25/08	A supervisor spoke with this agent about waiting just a few more seconds after giving the "SK SK" to hang up. Some people are not fast readers and we must give them time to respond.
8	06/25/08	A TTY customer is being detected as a BDRU-TTY instead of TTY or TurboCode. I apologized, branded TurboCode, and entered a trouble ticket. No follow-up was requested.	06/25/08	A technician was unable to recreate the problem. Customer Service re-branded the customer's number and added a note in his profile stating that typing speed should be the highest possible.
9	06/28/08	A VCO customer said that the agent not verify the number in the Frequently Dialed list. The agent also hung up before the customer was finished. I apologized to the customer and told him a supervisor would follow up with the agent. The customer requested follow-up either by phone or e-mail.	06/28/08	The operator states that he called over a supervisor during this call and it was agreed that since the phone number was in the Frequently Dialed list, it would not need to be verified, since the customer hadn't actually voiced the phone number. The operator was coached to verify every phone number for this customer, whether it is in the Frequently Dialed list or not, as this will satisfy the customer. The operator also stated that the customer was yelling at him and hung up on the operator. A follow-up e-mail was sent to the customer, per his request.
10	06/29/08	The customer claimed that the operator did not hang up the phone after leaving a voicemail from a TTY caller. The customer's voicemail remained on. The agent apologized for the inconvenience and educated him on our phone system. The customer did not request follow-up.	06/29/08	The operator was coached about answering machine procedures and she was very receptive to the review of procedures.

11	06/29/08	A customer experienced multiple disconnections during calls. I apologized for the inconvenience and advised them that this issue would be sent to technical support for resolution. I also encouraged her to try calling the number through NYRS a few more times, and to make sure to get the operator's ID number for reference. I told her to inform the operator before dialing out of the problems she has had with the disconnections. A follow-up call is requested.	06/29/08	The Relay Program Manager called the customer 3 times. A message was left asking the customer to call back into Customer Service if any further issues arise.
12	07/02/08	A customer stated that the operator did not follow their notes. The operator did not verify the number before out dialing and when I asked about this he did not treat me nicely. The exact wording was, "Stop yelling at operator I will not submit to this...have a good day... complain if you wish sk". This typed comment to the customer was observed by a supervisor when assistance was requested by the customer. The supervisor informed the operator that the comment was not professional. The supervisor apologized to the customer and informed him the issue would be brought to the attention of the operator's direct supervisor.	07/02/08	A discussion was held with the operator, who admitted to reacting in an unprofessional manner. He stated that he was very frustrated because the customer was yelling at him. The operator was coached to look for customer notes, as this would not have happened if he had read and followed the notes. The operator was also coached on maintaining a warm and professional manner with every customer. The operator was placed on a final warning.
13	07/04/08	A friend of a customer called to report garbling on a VCO phone. The caller said that garbling has been an intermittent problem. The Customer Service Representative apologized and went through troubleshooting tips for garbling. The Customer Service Representative said a report will be filed and someone will get in touch with the customer. Follow up was requested with the VCO customer.	07/04/08	The Relay Program Manager reached the customer and confirmed that the service is working fine now.

14	07/06/08	The VCO customer's branding from several weeks ago has not been working. Also, the line keeps getting disconnected when explaining this to customer service. Customer Service apologized and informed the caller that a trouble ticket would be put in and a technician would try to fix the problem. A follow-up is requested, but the line disconnected before a specific time could be determined.	07/06/08	The issue was forwarded to the center technician for follow up. This number has been disconnected.
15	07/07/08	A NY TTY customer states that the relay operator disconnected the caller during a conversation about how Relay handles long distance calls. The customer is confused about the relay letting the customer know if its a long distance or local call. Customer Service apologized. No follow-up is needed.	07/07/08	I was unable to follow-up with the operator about this yet, as she went out on a medical leave the day after this situation was reported. A supervisor will meet with her when she returns to remind her of proper relay protocol and to get a supervisor if she needs assistance with a customer.
16	07/08/08	A customer complained that the agent didn't verify the number and never asked if the number was correct. The customer feels the agent needs to be taught the definition of "verify".	07/08/08	A team leader met with the operator and reminded her to pay attention to customer notes and follow them. An e-mail was sent to the customer on 7/8/2008.
17	07/09/08	A NY VCO customer says that the agent typed out the answering machine message, even though the notes said "no message typed out". I apologized to the customer. No follow-up was requested.	07/09/08	I went over the procedures about following data base notes with the agent.
18	07/14/08	An HCO customer is being billed by Sprint, even though we have Verizon as their choice in our system. No follow-up was requested.	07/14/08	A technician made a test call using the customer's number. Both notes are in place and all preferences are there - Frequently Dialed, notes, customer information, etc. The test calls worked properly. The customer did not request contact.
19	07/17/08	A NY VCO customer complains she is unable to make VCO to VCO calls to her daughters. I apologized and explained that I would be sure to inform the Relay Technicians. In test calls to the customer I was unable to reach her via Relay or directly. The customer did not request contact.	07/17/08	A NY TRS technician is continuing to troubleshoot this issue. The technician has been unable to reach the customer to resolve this issue.

20	07/17/08	Captions - stop in the middle of a call	07/17/08	The customer reported an incidence regarding the cessation of captions during a call. The Customer Service Representative apologized for the incident and thanked the customer for reporting it. The representative further advised this 2-Line CapTel user that at any time she may get a new CA by turning captions off, then on again. This will allow the customer to re-establish a connection with a new operator via Line 2 and keep the voice party connected on Line 1.
21	07/17/08	A NY VCO customer says all of their outbound callers on all of their calls have trouble hearing them. Customer Service apologized to the customer and turned in a trouble ticket. The customer would like follow-up by the Program Manager.	07/17/08	The Relay Program Manager called and left a message at the customer's place of employment stating that a technician would be calling soon. An email was received from the customer requesting that we call her at home. Apparently we had her work number. I emailed the customer and technician so a time can be set up for a test call. A New York Relay Ambassador made a home visit and worked with this customer. It turned out that the DSL filter that had been added to the line for the CapTel phone was the issue. The customer is using VCO, not CapTel, so the DSL filter was removed and now all VCO calls are going through without any technical issues.
22	07/22/08	The customer states that the agent did not verify the calling to number prior to out dialing, despite customer notes to do so. The caller also thinks that the agent hung up on him.	07/22/08	The complaint was forwarded to the agent's supervisor for coaching on reading customer notes and following customer directions. A supervisor spoke with this agent. She agreed that she did not read the customer notes to verify the number, but she did not hang up on customer. She apologized for the inconvenience. A team leader called the customer to apologize.
23	07/23/08	A NY VCO user complains that he is unable to reach toll free numbers via NYRS, and gets recording saying that the call could not be completed. I apologized and explained that I would let the technicians know about the issue. The customer did not request contact.	07/23/08	There was an issue with one of the routers that affected outbound completion of this call. This issue has been corrected at this time. No contact was requested.

24	07/26/08	Customer states that the operator didn't follow her customer notes. If someone calls her and gets her answering machine, they are to wait for her to interrupt the answering machine. After relay types to her, she will pick it up. She kept typing to get the operator's attention but he did not pay attention to her. The customer states that he is not the first one to not pay attention to her notes. I apologized to the customer and informed her that the customer contact would be reviewed with the operator. She is satisfied and does not request follow-up.	07/26/08	A supervisor had a discussion with the operator about the call - a voice to TTY call. The voice customer wanted to leave a message on the answering machine and then they promptly disconnected. The operator followed all procedures for a TTY answering machine and waited for the "sksk" to completely transmit and then disconnected, as the inbound voice person had hung up. Prior to dialing the operator reviewed the notes and followed the instructions but once the inbound person hung up the operator had to follow procedure and disconnect.
25	07/26/08	The customer states that the operator hung up before she was ready to close the call and that the process should be reviewed with the operator. I thanked the customer for the feedback, apologized, and informed her that the operator would be coached. The customer is satisfied and does not request follow-up.	07/26/08	The operator was consulted about this situation and stated she would never hang up on a customer; that maybe it was a technical issue, as she remembered some of those. It was stressed to the operator that she must get a supervisor for assistance and make sure to complete a trouble ticket so there is documented information of any technical problems. Call closings were also reviewed so the operator doesn't mistakenly disconnect a call. The operator was very receptive to the coaching.
26	07/29/08	This customer states that she cannot call her sister at a local number. She gets a recorded message that says her call cannot be completed from her calling number. She has no problems reaching anyone else. Relay Customer Service thanked the customer for letting us know and assured her that the complaint would be sent in as stated. A trouble ticket was submitted.	08/06/08	The Relay Program Manager arranged for a Relay Ambassador to make a home visit to this customer. The customer said that she is having some problems with her VCO/TTY phone. When the Ambassador was there to test it, she didn't have a problem calling her doctor's office. The customer has a 7 year old Ultratec Uniphone 1140. The customer doesn't think it is worth repairing her phone a second time. She said that she will keep it as it is until she is ready to buy a new VCO phone. The Ambassador showed the customer a CapTel phone and she seemed to like it, but will think about it.

27	07/30/08	Customer stated she is a new relay user and Sprint is already in the drop down menu for long distance calls. The customer prefers a different carrier. No follow-up was requested.	07/30/08	The Relay Program Manager contacted the Customer Service Representative to inquire about a resolution on the ticket. The resolution is that the customer's profile information is updated. The customer previously used relay service default settings.
28	08/04/08	A VCO customer was unable to place international calls via relay. I apologized and follow-up was requested.	08/04/08	The Sprint technician was able to work with Verizon and get this issue resolved. Customer Service has notified the customer.
29	08/05/08	A VCO customer reports that her number is blocked via NY Relay on local calls. The customer did not want contact, she just wants the problem fixed.	08/06/08	A technician made a test call and it did not block the caller's number - it tested fine. Both of the numbers she is calling do not accept calls that are blocked. The customer needs to VERIFY that her number is not blocked by her LEC. The technician cannot do that on behalf of a customer, they need to call directly to the LEC. The customer did not want contact, so if she calls back, this information should be shared.
30	08/06/08	A customer called to inform a supervisor that the operator did not follow the customer notes, which said, "Do not type answering machines". I thanked the caller for bringing this to our attention and let the caller know the operator would be coached to pay attention to and follow the customer notes. The customer is satisfied and does not want a call back.	08/06/08	The operator remembered this call. She read the customer notes and proceeded to dial the number. When the answering machine hung up she began to type the message, then quickly realized she shouldn't have. Instead of stopping in the middle, she decided to finish it. She was coached to read and follow the notes at all times and if she makes a mistake to quickly apologize to the customer and try to correct the error instead of just letting it go. The operator was very receptive to the coaching and stated that she will improve her focus.
31	08/07/08	A voice customer states that they are having problem connecting to NY Relay with 711. I apologized for the problem and opened a trouble ticket. Follow-up is required for problem resolution.	08/07/08	A technician worked on this issue and test calls are working now. A message was left with the customer to call if any further issues arise.

32	08/10/08	The customer stated that when calling 711, the recording said "press 1 for relay calls", and when she pressed 1 she only got TTY tones and there was no voice option given. I apologized to the customer and told her that I would forward this information to the appropriate person. No follow-up is necessary.	08/10/08	There is not enough information to enter a trouble ticket. The customer can contact Customer Service if the problem continues. The customer did not request follow up. Relay Program Manager did test call, and the call did go through properly.
33	08/14/08	The customer states that the agent did not verify the phone number, then asked if he wanted to get a live person. The VCO user told her to hang up because she was not following his notes. He also told her that he wanted a supervisor at the end of the call. She dialed a 2nd time and verified the number, but did not say she was holding (no macro) or that the recording was playing. He asked what was going on and she said "holding for a live representative". He asked why no macro was sent and she said she was not supposed to send it unless it was requested. At the end of the call she hung up and did not get a supervisor, even though he had asked for one two more times. I apologized to the customer and informed them that this information would be forwarded to a supervisor.	08/14/08	The complaint was forwarded to a supervisor for follow-up on following customer instructions, reading inbound notes, and calling for a supervisor if asked. Also about calling a supervisor if help is needed on the call. A team leader met with this agent about following customer instructions and, if they do not understand the instructions, to call for a supervisor. The agent was coached on reading the inbound notes and following them. The supervisor also explained that if a supervisor is asked for, the agent must get a supervisor. The team leader contacted the customer regarding the conversation with the agent. The agent understood and apologized for the inconvenience.
34	08/15/08	A NY Speech-to-Speech customer states that when he places calls and the operator has connected with his outbound caller, there is static/feedback when the inbound Speech-to-Speech customer speaks. This does not happen on calls without relay. Once the outbound has disconnected there is no more feedback/static when the Speech-to-Speech customer speaks. Relay Customer Service apologized for the problem. Follow-up is requested when there is a resolution.	08/15/08	The technician could not reproduce the problem and this is the only customer having difficulty with static on the line. The customer needs to contact their phone company to have their line checked. The Relay Program Manager has been unable to reach the customer.

35	08/17/08	The caller was upset because the operator was typing background noises and he felt as though this was an invasion of privacy. Caller was also upset because he had asked the operator to hang up with the TTY user so he could talk to her and ask some questions, but the operator got a supervisor on the line and the operator kept relaying the conversation to the TTY user. I apologized to the customer and added customer notes stating "Do no type background noises and do not type background conversations". Follow-up is requested.	08/17/08	A supervisor reviewed the customer contact with the operator. The operator said she heard the voice person singing "Let the Good Times Roll" and she typed it to the customer. The hearing customer became irate and wanted to talk to the operator, supervisor, and the "home office" because he said it was a violation of his rights and privacy. The operator then defined her role and educated the caller about typing everything heard, which includes background sounds and descriptive words. While this was transpiring the operator was still trying to keep the TTY user informed. When she typed descriptive words (sounds annoyed) the customer became more irate. The operator was following procedures. I called the customer three times and was not able to get through to follow-up.
36	08/20/08	Caller ID isn't working.	08/20/08	Technical Support turned the Caller ID function on in the CapTel menu. Remedy was provided.
37	08/25/08	The operator told the TTY user that her message was left on her sister's voice answering machine, but the sister said she never got it. I apologized to the customer and informed her the issue would be discussed with the operator. The customer was satisfied.	08/25/08	A discussion was held with the operator, who remembered this call, because when she received her next call it was discovered her headset was not working and she had to get a replacement. She worried that perhaps the message did not get left from her previous call.
38	08/25/08	Disconnect/Reconnect during calls	08/25/08	I discussed with the customer about disconnections during calls and explained the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and provided tips to reduce their occurrence.
39	08/30/08	Twice the people the customer tried to call were not able to hear his voice through relay. Customer service apologized for this. The customer has requested follow-up.	08/30/08	Customer Service contacted the caller for more information and found that the problem had been resolved. The problem was in the other party's phone line and it is working fine now. He thanked me for following up to let him know.
40	08/30/08	The caller says that the agent didn't follow instructions.	09/03/08	A team leader coached the agent. No follow-up was requested.

41	08/31/08	The customer complained of garbling during calls. I apologized to the customer and said that this issue would be looked into.	08/31/08	The Relay Program Manager sent a Relay Ambassador to visit the customer. A Relay Ambassador visited with the customer and assisted her with her VCO unit. The customer's VCO phone works fine when she turns off her air conditioning unit. The ambassador left information about CapTel phones as well.
42	09/03/08	Technical - General	09/03/08	The customer reported that the CA number appeared on the display but no captioning occurred on the call. Investigation shows that the CA experienced technical difficulties and the supervisor sent a message of technical difficulty and disconnected the call. The customer re-dialed her call successfully. The Customer Service Representative apologized for this incident and the customer is satisfied.
43	09/04/08	The TTY customer said she typed "thank you and have a great day" to the operator, but the operator was rude because she only typed "sk". the customer says she mentioned this rudeness to the operator and the operator typed back to her, "then call a supervisor". The customer told the supervisor that she thinks the operator "should be thrown out, but also she should be happy she has a job". The customer states that she also gave instructions for the operator to hang up if she reached an answering machine, but she typed out the whole thing. I apologized to the customer and informed her that appropriate actions would be taken with the operator so this does not happen again. The customer did not request a follow-up call.	09/04/08	The operator stated she processed several calls for this customer and one of them was an answering machine that she typed verbatim. When the customer told her she did not follow instructions, the operator informed her no instructions were given, so she had to type it out verbatim. More calls were made and at the end the customer thanked the operator and told her to have a great day. The operator stated she only typed "sk" not because she didn't know the correct procedures, but because she has experienced problems in the past with this customer. She offered to get a supervisor but the customer hung up. This operator has turned in abusive tickets about this customer and she states she feels "it's personal".
44	09/05/08	A NY VCO customer is unable to call her daughter's cell phone through relay. She states when she calls she receives an error message saying, "Cannot proceed with outdial - number is invalid". Customer service called the cell phone through NY VCO. Customer Service apologized to the customer and opened a trouble ticket. The customer would like follow-up from the Program Manager.	09/05/08	The technician has updated this information in the database. The customer has been notified.

45	09/07/08	This customer has difficulties reaching two relatives using Relay. Relay operators indicate to this TTY user that the two numbers are invalid, yet when either of these customers call in to use Relay to call each other, the numbers work. The caller tried using 711 and the NY Relay numbers through TTY, Sidekick, and pager. The TTY user stated that the problem numbers rarely work through Relay, but they will once in a while. This has been an issue since the end of August, and they would like it resolved. I assured the customer that the information is documented and someone from Relay will call back to discuss. Follow-up is needed	10/27/08	This issue was assigned to Customer Service, who will contact the customer for more information. This issue has been fixed per the Sprint technician. The Relay Program Manager called the customer and let her know. She will call back if there are any further issues.
46	09/22/08	A voice caller who uses a hearing aid placed a call to a number he obtained from a form. The number was listed as HOH and when he dialed it, he heard TTY tones, which confused him, and then an operator came on the line. He says the operator did not identify herself, talked too fast, did not speak clearly, and then transferred him to customer service. He said the experience was ridiculous and disgusting. The caller did not realize the number was for persons with uncorrected hearing disabilities and that he can communicate effectively using just his hearing aid. I apologized for the confusion and suggested he use the voice number to reach the person instead of the HOH number. No follow-up was requested.	09/22/08	Team leaders will continue to coach the operators to greet the customers in a professional manner using slow, clear speech and to provide their ID number to every customer. Operators will also continue to be coached to only transfer a call when the customer requests a transfer and to get a supervisor whenever assistance is needed.
47	09/22/08	Technical - General	09/22/08	Technical support added this new area code to the system, allowing the customer to successfully complete a captioned call through the Captioning Service. The issue has been resolved.
48	09/23/08	The customer states that he was unable to get the operator's assistance in the middle of his call. The Speech-to-Speech customer explained his party was able to understand him for a good portion of the conversation, but when they needed help, the CA wasn't paying attention. I apologized and no follow-up was requested.	09/23/08	I met with the operator and coached her to maintain focus on calls.

49	09/25/08	This TTY caller cannot complete calls -- they get an invalid number message. Follow-up is required for problem resolution.	09/25/08	A ticket was opened for the NPA-NXX to be added to the Database VNH table. The technician has corrected the problem, and the Relay Program Manager called the customer and notified her of this.
50	10/02/08	The customer said that the agent didn't listen very well.	10/02/08	I went over techniques to assist the operator in understanding callers.
51	10/03/08	A NY Speech -To- Speech customer states that while on a STS call, the customer had their phone on speaker so they could write information down. The operator got extremely nasty to the STS customer by saying, "Are you there. Are you there"? in a really nasty tone. Customer Service apologized to the customer, who does not need follow-up.	10/03/08	A supervisor met with the operator, who said she could not hear the customer. When the Operator realized that the caller was on a speaker phone, she attempted to adjust that volume controls. I spoke with the operator about maintaining a professional tone of voice
52	10/15/08	This caller reported that the operator was not listening and he had to repeat the number to dial three times. The operator claimed that she could not hear him. He was not able to complete his call this morning and will have to try again later. Customer Service apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow-up was requested.	10/15/08	I met with the operator and she explained that she could not hear the caller.
53	10/18/08	The customer said that when they tried to place a call to Puerto Rico the call would not go through. This was an issue they had run into before on and off in the past. The Customer Service Representative apologized for the trouble and informed the customer that the issue would be looked into. Follow-up is requested.	10/18/08	Test calls are now working and a technician notified the customer.
54	10/21/08	The caller reported that the operator was asked to transfer them to a NY Speech to Speech operator, but instead they were transferred to AL Speech to Speech and their call could not be placed. Customer Service apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. No follow-up was requested.	10/21/08	The operator stated that she clearly remembered the call and said she was sure she transferred to NY Speech to Speech. The supervisor advised her next time to double check the option she selects before actually transferring the call. The operator was apologetic and understands that she is to be more careful in the future.

55	10/22/08	This caller states that he gave agent an 800 number to dial and the operator informed him it was busy. The customer noticed that the call should have been put through regionally but the agent didn't seem to know this. The customer says that he had to tell her how to do it, and then once she did it the call went through. I apologized to the customer for the inconvenience and informed him the operator would be coached. The customer was satisfied and does not want a follow-up call.	10/22/08	A discussion was held with the operator on the proper call processing procedures for reaching a busy signal on toll-free numbers. A copy of procedures was given to the operator, who said she understands the procedures now.
56	10/31/08	The caller stated that the operator couldn't understand him and did a horrible job.	10/31/08	A team leader met with the CA, who said that she told the caller there must be a bad connection and confirmed the number. When she confirmed it, he hung up.
57	10/31/08	The operator said she couldn't give the relay number, but the caller said he gave permission.	10/31/08	A team leader met with the operator to let her know she that can give out the Relay number. The team leader called the customer to follow-up.
58	11/03/08	A Speech-to-Speech customer reports that a supervisor did not comply with his request for a different Speech-to-Speech operator when the first operator did not understand him. In the past, a supervisor told him that if an operator could not understand him, to ask for a supervisor to get another operator. This supervisor would not comply with his request. I apologized for the problem encountered and advised him that a complaint would be forwarded to management.	11/09/08	A team leader told the customer that, per the supervisor, it is the correct procedure to ask for another agent if a Speech-to-Speech user requests one. I apologized for being unaware of that procedure and said that I would follow-up and make sure all supervisors on Speech-to-Speech are made aware of this procedure. The customer was happy with that.
59	11/03/08	Accuracy of captions	11/03/08	The customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. I suggested that the customer document the date, time, and operator number of any future calls to allow us to take specific action with the operator captioning the call.

60	11/04/08	This customer says that she gets relay calls all the time at the doctor office where she works. She says that this operator seemed to have a poor attitude and sounded rude. The customer was very busy and had to keep putting the TTY user on hold, but when she came back to the line the operator wasn't voicing anything and just kept saying "one moment," without letting her know why. This went on for six or seven minutes and she still didn't know what her deaf patient wanted. The customer states she is usually very happy with relay. I apologized to the customer and informed her that the complaint would be given to the agent's supervisor for follow-up. The customer does not request follow-up.	11/04/08	The operator number identified by the customer is not assigned to any operator. The customer did not wish follow-up and the contact does not include enough to allow for further investigation.
61	11/04/08	Captions Lag too far behind voice	11/04/08	The customer shared feedback regarding the lag time of the captions behind the voice. The Customer Service Representative explained how captions are generated and that there may be a slight delay as voice recognition transcription occurs. I advised that more specific follow up can be taken with Call Center personnel given a date, time, and number called.
62	11/05/08	A NY TTY user was very upset that they get garbling and they do not like disabling Turbo Code all the time. I apologized, explained agents may disable TurboCode to correct garbling, and encouraged the customer to disable that feature on their device. I explained that using a fax machine, computer, and TTY all together can also cause garbling. I provided the Ultratec phone number and recommended they contact the manufacturer for advice. The customer refused contact.	11/05/08	The customer does not want contact. Customer Service gave the appropriate information at the time of the complaint.
63	11/09/08	The caller says that this agent was rude and nasty in utilizing the phrase, "What can I do for you now?" The caller prefers the phrase, "How may I help you?".	11/09/08	A team leader met with operator and spoke to the customer. The team leader explained to the customer the intent of the operator was to be helpful and that the agent should follow the procedure of saying, "Would you like to place another call?".

64	11/14/08	This TTY customer states that they were trying to place an international call with a prepaid card and this agent would not put the call through. The agent told them that relay did not place international calls. The customer has placed international calls via relay before without a problem, so they were upset that this agent was misinformed and refused to put their call through. I apologized to the customer and told them a supervisor would review international call procedures with this agent. No follow-up was requested.	11/14/08	A team leader went over international call processing through relay with this agent. The agent thought that relay did not process international calls, but the supervisor advised her that it was only IP calls that could not dial international numbers. The agent apologized for the inconvenience to the customer.
65	11/19/08	The customer states that the operator got snippy with him when he offered his opinion. The customer reports that he was offended by her rude comment, but she handled his call fine. I apologized and follow-up was requested.	11/19/08	A team leader called the customer regarding all his complaints for November. The customer stated that they not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. I explained that if he requests another agent we will do it, but if not the agent he has will be happy to process his call.
66	11/26/08	The customer states that whenever they make calls, the agent can't understand them. They said that every time they speak to her she gets the number wrong and that she doesn't understand them at all.	11/26/08	The team leader called the customer regarding all of his complaints for November. The customer stated that he is not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. I explained that if he requests another agent, we will do it, but if not then the agent he was will be happy to process his call.
67	11/26/08	The caller reported that the agent kept asking them to repeat over and over, making the call difficult.	11/26/08	The team leader suggested that the customer could have "Male Agent only" added to notes. If he requests another agent, we will transfer him.

68	11/30/08	The caller says that the Speech to Speech operator did not do a very good job understanding them. The Speech to Speech user is very disappointed in the quality of this agent. I apologized to the caller and told them I would write up a complaint form. They requested a follow-up call anytime to either their home or cell phone.	12/02/08	The team leader called the customer regarding all complaints for November. The customer stated that they are not comfortable asking for another agent. The team leader suggested that the customer could have "Male agent only" added to his notes if he wished. If he requests another agent we will do it, but if not, the agent he has will be happy to process his call.
69	12/17/08	This very upset VCO user reports that the CA did not verify the number before out dialing and did not follow their customer notes.	12/17/08	A team leader met with the operator, who understands that she is to verify the number. The operator was coached to always verify per customer request. This meeting was on 12/16/08.
70	12/19/08	Service - General	12/19/08	A severe snow storm impacted staffing at the call center. The customer's wait time was slightly longer than normally experienced. I advised the customer to let the call ring a few moments longer than usual.
71	12/25/08	The caller reports that is sounded like the agent was sleeping. The caller says, "I tried to get her attention during a call and had to repeat myself a few times and then the agent disconnected my call in the middle of a call."	12/25/08	The team leader met with the CA, who remembers asking the caller to repeat and says they will do better.
72	12/29/08	The customer says that the operator interrupts constantly and doesn't let him finish speaking.	12/29/08	The operator identified was not working at the time of the complaint time for this call. I still spoke to the operator about Speech-to-Speech procedures. Customer Service followed-up in general on this Speech-to-Speech user for the month of December about these concerns and a letter was sent to the Speech-to-Speech user about being able to switch agents if he didn't like the one he had.

73	12/30/08	A NY TTY user complained that a supervisor said the agent could not process a call to the VRS support number. I apologized and made a test call to verify the number is a voice line with prompting options offered. I let the customer know that I would inform relay management of the issue and thanked them for reporting it. The customer does not want contact.	12/30/08	A supervisor explained that the customer was asking why we could not process relay to relay calls to VRS. The supervisor explained that New York Relay does not support traditional relay to video relay at this time. The customer then wanted further information regarding her husband, who is deaf and visually impaired. The supervisor offered to transfer her to Customer Service for more detailed information and assistance.
74	12/30/08	A NY VCO customer just set up a new profile tonight, including long distance company information. But when she tries to call long distance or when anyone calls her long distance, they get the message, "The number you are calling from is disconnected". She does not have any problem with local calls. I apologized for the inconvenience and opened a trouble ticket. Follow-up was requested.	12/30/08	The technician was unable to reproduce this problem. He attempted to contact the customer several times but was unable to. If the customer calls back with an issue, the ticket will be re-opened.
75	01/07/09	Accuracy of captions	01/07/09	A customer shared feedback regarding the accuracy of Communication Assistants. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to the Center Management. The customer had no specific times, dates, or Communications Assistant numbers. The Customer Service Representative suggested that the customer document the date, time, and Communications Assistant number of any future Communication Assistants they wish to report to allow us to take specific action with the Communications Assistant.

76	01/12/09	On 1/10/09, a customer states that the operator was constantly asking them to hold on and it seemed like the operator was not paying attention. The customer called in the complaint at 10:56 AM. I apologized to the customer and informed that the supervisor would be speaking to the operator about this and that the operator would be coached to keep the customer informed as to why they had to "hold on". The customer is satisfied and does not want a follow-up call.	01/12/09	The operator said that she was having trouble with her computer. She was coached to summon a supervisor for immediate assistance any time she has a technical issue and to always keep the customer informed of what is happening. She was also reminded to complete a trouble ticket. The operator was very receptive to the coaching.
77	01/14/09	A voice customer reported getting multiple calls via the relay. I apologized and no follow-up was requested.	01/14/09	The customer was Informed about relay calls.
78	01/14/09	A voice caller reports being unable to reach her VCO sister via NYRS from a land line, but she can reach the user via her cell phone. I apologized, and made a successful test call NYRS. I explained that I would inform the relay technicians to check into the issue and entered a trouble ticket. The customer wants contact with resolution.	01/14/09	A technician has fixed the problem. The Relay Program Manager called the customer and left her a message to please contact Sprint if there were any further issues.
79	01/30/09	A voice customer reports getting harassing calls via the relay and wants them to stop. They are occurring all hours of the day and night. I apologized and no follow-up was requested.	01/30/09	The customer was educated about relay calls and how to handle harassing calls.
80	01/30/09	A NY VCO customer has the correct LD company entered in their database, but continues to receive bills from Sprint. Customer Service apologized for the problem and entered a trouble ticket. No follow-up was requested.	01/30/09	Relay Program Management sent the customer a refund of .036.
81	02/01/09	A Speech-to-Speech customer stated, "She got all his info wrong, he gave her benefit of doubt and tried her, but she still got it wrong". A Manager will call customer for follow-up.	02/01/09	A Team Leader met with operator, who does not remember this situation happening or this particular call. The Team Leader told the operator there will be Speech-to-Speech surveys done in the next month to verify her work and the operator agreed.

82	02/05/09	Accuracy of captions	02/05/09	A customer shared feedback regarding the accuracy and speed of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested that the customer document the date, time, and CA number of any future calls to allow us to take specific action with the Communications Assistant captioning the call. The customer was satisfied.
83	02/06/09	Disconnect/Reconnect during calls	02/06/09	I explained the difference between a CapTel phone and a traditional phone and why disconnection/reconnection might be occurring. I advised the customer to replace a possible defective Y jack and/or have the wall jack evaluated to make sure there is no loose wiring inside the jack etc.
84	02/20/09	A voice customer is frustrated and upset that the Relay operator types everything that is heard when they are simply asking the operator to read what they had said earlier. The customer does not believe that the operator needs to type everything heard and says this causes confusion to the deaf person. The customer feels the operator should work with the voice person to communicate what is needed and not cause confusion. Contact is requested ASAP.	04/22/09	The Relay Program Manager called the customer and reiterated that operators must type what is heard. The customer explained that she was frustrated when there was additional confusion because her deaf friend's first language is not English. The customer appreciated the call.
85	02/23/09	Disconnect/Reconnect during calls	02/23/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence. I offered future assistance or a possible home visit in setting up the CapTel phone.

86	02/25/09	A caller reported that the supervisor came on the line during his call to Sprint and said, "Put the speech impaired person back on the line." He is disabled and had handed the phone to his aide in order for a code to be entered. His aide replied, "He gave it to me because I need to do stuff for him (enter a code)". Then the supervisor said "I will document this call and will now disconnect." The line disconnected. Customer Service responded by apologizing for the inconvenience and explaining the reason that the call could not continue through Speech-to-Speech. No follow-up was requested.	02/25/09	That is what the supervisors have done in the past. In the future, if we find the user is getting assistance from an aide for an extended period of time, we will not be too quick to judge if we end the call or not. The supervisor will ask nature of the call, if the Speech-to-Speech user initiated the call, if the user was having communication issues with the party they called, if they could understand the user enough to aid them, and things of that nature. If, after the inquiry, the supervisor does not feel the aide should be utilized on the call, then do what we have done in the past and encourage the user to handle their call on their own.
87	02/26/09	Dialing Issue - Unable to dial regional 800 number	02/26/09	Technical Support made an adjustment so that the CapTel user can successfully make captioned call to a regional 800 number.
88	02/26/09	Disconnect/Reconnect during calls	02/26/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone and why disconnect/reconnect may be happening. They were also sent a letter with tips to reduce the incidence.
89	02/27/09	Accuracy of captions	02/27/09	A customer shared feedback regarding the accuracy of captions. The representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service shared some details on how captions are created using voice recognition and how corrections are provided in parenthesis at times. The customer understood and noted she will report any future incidences with specifics such as the date, time, and Communications Assistant number so we can follow up with specific personnel at the Call Center for training purposes.
80	03/04/09	A caller reported that the Communication Assistant broke transparency after a call he made last night. Customer Service apologized for the comment made and told him that the report would be sent to the call center supervisor. No follow-up was requested.	03/04/09	A Team Leader met with the Communications Assistant, who admitted making the comment and realized it was wrong to do. They will not do it again.

91	03/07/09	A customer reports that he wasn't sure if the operator hung up on him or not. He said he couldn't understand the operator and wanted to make another call, but the operator was gone. I thanked customer for letting us know and said that we would follow-up with the operator right away. I also thanked him for using our service, which he said he really appreciated. He said in the "big picture" we do a great job for him and said he did not need a follow-up call about this.	03/07/09	The supervisor in charge had a discussion with the operator. She said she tried to inform him several times that she could not hear him speaking and did not get any response from him, and then the inbound line disconnected on its own.
92	03/13/09	A caller reported that they were offended by the operator's bad attitude. The operator wouldn't give directions for the call.	03/13/09	A team leader met with the Communications Assistant and explained the need to maintain a professional, courteous tone.
93	03/13/09	Accuracy of captions	03/13/09	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention.
94	03/13/09	Accuracy of captions	03/25/09	A customer shared feedback and gave an example regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management, but the example contained no date, time, or Communications Assistant number.
95	03/17/09	A VRS interpreter, who is very familiar with the relay, got a call from this agent. The customer reports that this agent was rude and yelled at them because the hearing person started talking when there was a pause. I apologized and no follow-up was requested.	03/17/09	We do not have an agent 8033 in this center.

96	03/24/09	Accuracy of captions	03/24/09	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Customer Service suggested that the customer document the date, time, and Communications Assistant number of any future calls to allow us to take specific action with the Communications Assistant captioning the call.
97	03/26/09	The customer reported that the operator didn't follow their typed instructions to place the call collect. . The operator proceeded to dial the number directly. At this point the customer, who was calling from a correctional facility, requested a supervisor. The supervisor was told by the operator there were no notes or instructions regarding making a collect call. The supervisor scrolled up, reviewed the information, and saw that the customer did instruct the call to be placed collect. The Supervisor apologized to the customer and informed him the matter would be reviewed.	03/26/09	The supervisor coached the operator, who is fairly new, on proper collect call processing procedures, the importance of following customer instructions, and making sure to get assistance from a supervisor any time that problems are encountered with call processing prior to dial out.
98	03/26/09	Technical - General	03/26/09	At 12:40 PM CST a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM CST CapTel's supplier re-established its link allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected.
99	03/31/09	A customer reported that they cannot dial directly to Relay Customer Service and cannot have the relay operator transfer them to Relay Customer Service either. The customer gets a busy signal every time when trying. The customer also can only use 711 as the VCO dedicated line number no longer works to reach a relay operator. When he tries the VCO number, again he gets a busy signal. Relay Customer Service thanked the customer for letting us know and assured him that a trouble ticket would be sent in as stated. A call back was requested.	04/21/09	The technician was unable to reproduce the problem, this may be a problem with the telephone line. The technician called this customer and left a message.

100	04/06/09	A customer said that he had to wait a long time after giving the "go ahead" until his number was dialed by the operator. He then offered to help, but still no out dial. After several seconds, the operator processed the call. I apologized to the customer and informed him that the agent will be spoken to and coached. The customer is satisfied and does not need a follow-up call.	04/06/09	A supervisor witnessed this call take place, as she was remotely surveying the operator at the time. The operator stated that she had trouble entering the numbers in the dial window and at one point realized she had the touch-tone keypad open. She was coached to keep the caller informed by sending "one moment please" if there are delays such as this, as all numbers need to be dialed in five seconds or less or appropriate messages sent in a timely manner. The supervisor also informed the operator she should have apologized to the customer for the long delay. The operator was very apologetic and stated that she will follow the correct procedures in the future.
101	04/07/09	The operator did not follow the customer notes. The operator did not verify the name on the answering machine and also redialed without the customer's permission. She also did not verify the last number called, which the customer had requested her to do. I apologized to the customer and thanked him for his feedback. The customer would like follow-up via email regarding the agent follow-up.	04/07/09	The operator said she did not understand the name on the answering machine. The customer asked her what the name was, so she thought that meant he wanted her to redial to figure out which one it was. When she redialed, the customer yelled at her for redialing without permission. The operator also remembered verifying every number she dialed, but was unaware that maybe he wanted her to verify the redial number. The operator was coached to follow customer requests and to make sure to verify any instructions that are not clear. She was also coached to keep the customer in control of the call. A follow-up email was sent to the customer per his request.
102	04/14/09	The operator made the call and when the outbound person could not understand, the operator did not repeat for clarification. The inbound user disconnected call. The customer wants a follow-up phone call.	04/14/09	A team leader met with the operator, who explained that they could not hear the called party. A trouble ticket was entered. The team leader called the customer, who seemed understanding that this may have been a technical issue and not the operator's fault.
103	04/15/09	A caller reported a constant issue with bad attitudes. The caller says that when they ask to call DA, the operator always asks "Am I to dial Directory Assistance?". The team leader explained that the operator "Is confirming the number to dial," but the customer still said her attitude is bad. The team leader apologized and no follow-up was requested.	04/15/09	The team leader apologized to the customer at time of call. The team leader met with the operator, who was following procedures, but apologized.

104	04/15/09	A voice customer reports receiving calls via relay threatening her and her child. I apologized and no follow-up was requested.	04/15/09	The customer was informed about relay calls.
105	04/15/09	The customer said that the operator has an attitude and does not like that she verified area code. The supervisor explained to the customer that it is protocol for an operator to verify a number before dialing out.	04/15/09	A team leader met with the operator, who said she followed procedures to verify the number before dialing out. The operator said that she did the best she could.
106	04/15/09	A customer said that the operator could not understand "Jet Blue Airlines" and the customer was too frustrated to spell it. The customer wants a follow-up.	04/15/09	The CA followed correct procedures for Speech-to-Speech services. The customer was contacted.
107	04/17/09	The customer states that this afternoon the operator did not verify his number before dialing, which is in his customer notes. I apologized to the customer and informed him this will be forwarded to the operator's supervisor for immediate follow-up. The customer is satisfied with this and does not want a follow-up call.	04/17/09	A supervisor reviewed the customer contact with the operator, who was very apologetic and said she remembered the call and remembered seeing the customer notes to verify the number, but she was so focused on trying to get the number dialed quickly that she forgot to verify it. The supervisor reviewed the customer's notes and the procedures required for this customer. The operator stated she now has a clear understanding of what is required of her when she assists this customer.
108	04/17/09	Disconnect/Reconnect during calls	04/17/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce their occurrence.
109	04/28/09	The customer asked the operator for the number to Washington, D.C. and the President and the operator started laughing. The customer was not able to say anything else, just that they want a follow-up phone call.	04/28/09	A team leader discussed the call with the operator and coached them on appropriate behavior. A manager called the customer.

110	04/30/09	The operator asked the customer about something from a previous call. The customer wants the agent made aware that this is not appropriate, but does not want his name mentioned to her in regards to this complaint. He just wants her to know that a Speech-to-Speech caller is aware and complained about this transparency issue.	04/30/09	A team leader discussed the call with the operator and a manager called the customer.
111	05/08/09	A Speech-to-Speech customer called 911 through Relay to report a traffic light malfunction to police. His call was connected to the wrong 911 center. I apologized and a technical ticket was opened. Follow-up was requested.	05/08/09	This was reported to the database group for correction. The Relay Program Manager called the customer.
112	05/11/09	A Speech to Speech user called into Customer Service via relay to complain that every call called through relay has "loud static" and they do not like that. They want relay to fix the situation so that their phone has no static on it. This static only happens when they call someone using the relay service, not when they make direct calls. The Customer Service Representative apologized for the inconvenience and stated that they would take the necessary information down so someone from the technical department could work with them. The caller requests follow-up for this issue.	05/11/09	Not enough specific information was provided by the Customer Service Representative to enter a trouble ticket. Customer Service will contact the customer for additional information and if a trouble ticket is warranted, will enter it to a technician. Follow-up was requested. We contacted the customer and placed test calls to determine the cause of the static reported. It was determined that when the customer turned down external speakers, that helped with some of the feedback. We also tested the operator turning down his microphone volume and that helped eliminate the static that the customer was hearing. I entered a note on the customer profile instructions saying, "Due to feedback, Operator turn down MIC volume". No trouble ticket was necessary.
113	05/16/09	A customer says that the operator did not respond and hung up on her. I apologized for the inconvenience, informed her we would notify the agent's supervisor right away, and offered to place a call for her if she needed one. The customer was satisfied with this and does not want a follow-up call.	05/16/09	A team leader met with agent and went over proper call processing, with particular attention to remaining focused on calls and the importance to providing good customer service. The agent was informed that if they experience technical difficulties they need to notify a supervisor immediately. The agent understands.

Complaint Tracking for NY (06/01/2009-05/31/2010). Total Customer Contacts: 75

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/13/09	The Relay Operator did not verify the number calling before dialing out. The customer's notes state to verify all numbers before dialing.	06/13/09	The team leader met with the Relay Operator. The Relay Operator typed out the number and GA. The customer responded with a "yes" and the Relay Operator went ahead and dialed the number. The customer was not happy because the Relay Operator did not confirm the number to dial. The Relay Operator was coached to confirm the number dialing.
2	06/14/09	The customer was upset over customer's notes not being followed. They want the Relay Operator to verify the calling to number before dialing out. The Customer Service Representative thanked the customer for taking the time to let us know.	06/15/09	The Relay Operator did verify the full number but got the area code wrong. When the customer corrected her, she then just verified the area code instead of the entire number again. The Relay Operator was coached on making sure to always verify the entire number and follow any customer instructions.
3	07/02/09	A TTY customer called into the call center and said, "this Relay Operator will not dial my phone number." The customer requested a phone call follow-up and then asked to be transferred to customer service, a supervisor transferred the call to customer service.	07/02/09	The team leader met with the Relay Operator and the Relay Operator did remember this call. The supervisor was called over to assist with this call and it was documented in the log book. The Customer Service Representative reminded the Relay Operator that if they experience any problems to notify a supervisor immediately in order to ensure excellent customer service. The Relay Operator understands. The team leader called the telephone number provided in order to follow-up with the customer and was told that we had the wrong number. The team leader had verified the number with the caller.
4	07/08/09	A TTY customer reports garbling when the call was taken by over by the second Relay Operator. The Customer Service Representative apologized and a technical ticket was opened. No follow-up was requested.	07/08/09	The technician did a follow-up with a test call at that position and the problem was not reproduced. It appears that was a one time occurrence and the customer did not request a call back.
5	07/13/09	The customer explained the interrupt feature did not work through the New York Relay Service on 7-13-09. The Customer Service Representative apologized and a technical trouble ticket was opened. Follow up has been requested.	07/13/09	This feature is currently available so it may have been a training issue. The Relay Program Manager followed up with the trainer and notified the customer that the Relay Operator has been coached.
6	07/16/09	The Relay Operator said while on a Directory Assistance call, "Well , do you wanna write it down again?" As the caller dialed "0", the Relay Operator said, 'I already did that sir'. The Relay Operator was rude and the customer would like a follow-up via phone.	07/16/09	The team leader met with the Relay Operator on the same day. The Relay Operator said that she did not use the word "again". In addition, once she knew the customer was upset about asking him to write it down, she tried to sound 'friendlier.' The team leader emphasized that it is important to maintain a positive tone of voice. The team leader followed up with the customer and thanked him for the feedback.
7	07/17/09	Technical - General	07/17/09	The CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. The Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment resolving the issue completely.
8	07/21/09	Accuracy of captions	07/21/09	The Relay Operator did not state the business correctly. The customer did not have the time, date, or Relay Operator number for the call. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their issue to our attention. The feedback as received was passed on to Call Center Management for follow-up with our training team.

9	07/27/09	A New York VCO customer is having trouble calling Puerto Rico. The customer has had this problem in the past and would like to have a follow-up call from the technician. The Customer Service Representative assured the customer that a message would be sent to a technician.	07/28/09	Trouble ticket was opened on this problem. The Sprint technician worked with this customer and resolved the issue.
10	08/03/09	A New York HCO customer always reaches VCO when dialing 711. The Customer Service Representative apologized for the inconvenience and checked the customer's profile, branding set up correctly for HCO, and opened a trouble ticket. Follow-up has been requested.	08/03/09	A technician confirmed that the customer is now branded properly as HCO. The Customer Service Representative notified the customer.
11	08/05/09	Technical - General	08/06/09	Caller attempting to dial to a CapTel user received a busy signal when trying to connect via the captioning service. Technical support identified the cause and fixed the issue immediately upon notification. The Customer Service Representative identified a secondary issue with the customer's phone line and confirmed the customer can successfully make a call at another location. The customer is having the phone line serviced as a result.
12	08/07/09	An HCO customer states that she was giving a message to be left in case an answering machine picked up and the Relay Operator hung up on her. The Customer Service Representative apologized and no follow-up was requested.	08/07/09	The Customer Service Representative had a discussion with the Relay Operator who remembered that the customer was typing for 30-40 minutes to the Operator without ever giving a GA or a number to dial. The Relay Operator called a supervisor over. The supervisor informed the customer she could not carry on a conversation with the Relay Operator and to please provide a number to dial. The customer did not respond after the supervisor's repeated attempts to communicate with the customer so the supervisor informed her that he would be disconnecting the call due to lack of communication and if she needed to make a call to please call back.
13	08/10/09	Accuracy of captions	08/11/09	The customer shared that she is a new CapTel user and just getting used to reading captions. The Customer Service Representative provided education regarding how captions are generated using voice recognition and that the CapTel user should ask for clarification of the Relay Operator inserts (Speaker Unclear) as the captionist cannot ask the other party to repeat. The Customer Service Representative sent the customer a copy of newsletter that contained tips for new users and noted that the customer can document the date, time, and Relay Operator number of any future calls that they would like specific follow-up action on with the Relay Operator captioning the call.
14	08/17/09	Customer states the Operator was unable to process her VCO-VCO call. Customer states she asked the Operator if she is able to do this and she said yes but once the call got connected she was not typing for her and her VCO daughter. This caused the daughter to hang up. Apologized to the customer for the inconvenience and assured her the Operator would be spoken to. Customer was satisfied and does not need a follow-up call.	08/17/09	Follow-up was done with the Relay Operator. She knows how to handle VCO-VCO calls and remembered she did not let the machine transmit before hitting the VCO key before sending the Relay announcement. The procedure was reviewed with her and she was also given a hard copy of the call procedures for this type of call.
15	08/17/09	The customer states that the Relay Operator did not follow his notes to verify the number prior to dialing out. The Customer Service Representative apologized to the customer for the inconvenience and assured him the Operator would be spoken to. The customer was satisfied and would like follow-up results emailed to him.	08/17/09	The Relay Operator said that they had difficulty understanding the customer and asked him to repeat twice. After that happened the customer asked for a supervisor. The supervisor was called over, she understood him, put the number in the dial window and hit complete. The supervisor then took over the call for the Relay Operator and did not verify the number for him. There was no way for the Relay Operator to verify if the call went through. The Customer Service Representative e-mailed the customer.

16	08/18/09	A Speech to Speech customer said that on a call before he hung up with the Relay Operator, she called the customer 'sweetie.' The customer was uncomfortable with this.	08/18/09	The team leader met with the Relay Operator. The Relay Operator does have a habit of being affectionate with a lot of people by calling them sweetie and the supervisor explained this is not appropriate when speaking to customers. The Relay Operator apologized and the team leader then spoke with the customer via phone at customer's request. The customer seemed satisfied that the Relay Operator was spoken to and that the Relay Operator apologized.
17	08/24/09	A customer dialed into Relay and after one ring got dead air. The Speech to Speech caller said that they wanted to let a supervisor know each time this happened.	08/24/09	The Customer Service Representative thanked the customer for that information and no follow-up was requested.
18	08/28/09	Accuracy of captions	08/28/09	The customer shared feedback regarding the accuracy of captions on her calls. The Customer Service Representative suggested that if the customer wishes to document the date time and Relay Operator number of any future calls Customer Service can take specific action with the Relay Operator captioning the call and Call Center management. Feedback as received was shared with Call Center Management. The customer has not reported any additional details for follow-up.
19	09/02/09	Dialing Issue - Unable to dial regional 800 number	09/02/09	Technical Support made adjustments so that the CapTel user can successfully make captioned calls to regional 800 number.
20	09/03/09	Accuracy of captions	09/28/09	The customer shared feedback regarding the accuracy of captions and provided specific call data on a call. The Customer Service Representative shared the call details with Call Center management for follow-up. The Relay Operator's supervisor was notified of the concern and as a result increased monitoring frequency for this Relay Operator. The Customer Service Representative thanked the customer for bringing the issue to our attention.
21	09/08/09	Answering machine message retrieval	09/08/09	The customer indicated that her voice mail messages were not being clearly captioned. The Customer Service Representative provided tips to improve clarity of messages and recommended an outgoing message that ask callers to speak slowly and distinctly to help record clearer messages.
22	09/09/09	A customer received a voice mail at work that was left by a Relay Operator. The Relay Operator left a mumbled message and the customer could not understand the message. As a result, the customer has no idea which client called. The Customer Service Representative thanked the customer for reporting this and assured him the Relay Operator will be coached. The customer is satisfied and does not want a follow-up call.	09/09/09	Operator was coached about the importance of speaking clearly and not too fast when leaving a message on an answering machine. The Relay Operator was apologetic and stated she would definitely be more careful about this.
23	09/14/09	Captions Lag too far behind the voice.	09/14/09	The customer reported that on a particular call captions were lagging. The Customer Service Representative apologized to the customer and explained that there was a trouble ticket documented by the Relay Operator noting technical difficulties. The customer understood and appreciated the follow-up. The Customer Service Representative thanked the customer for reporting their issue.

24	09/20/09	The VCO customer was very upset because the Relay Operator kept asking the VCO user to repeat the number over and over again and never placed the call. The VCO user stated that this has happened more than once with this Relay Operator and is very upset. The VCO user states that they end up having to hang up and get a different Relay Operator to process the call and that this is delaying the ability to reach the person they are calling. The Customer Service Representative apologized and stated that the information would be passed on to the right individuals. No follow-up was requested.	09/20/09	The Customer Service Representative met with this Relay Operator. The Relay Operator said he has not had any calls today where it was necessary to ask more than once for a number. The Relay Operator discussed the possibility of VCO not connecting properly so that the Relay Operator's are not able to hear the number being given. The Relay Operator was coached on being ready to get number, listening closely and getting assistance if unable to understand a customer.
25	09/20/09	The VCO user stated that this Relay Operator makes the caller sit on the line for a long time before processing the call. The VCO user was unsure of the date that this took place, but stated that it happened with in the last week. The VCO stated that they have to say "Hello? Hello? Is anyone there?" and then this Relay Operator finally responds to them. The VCO user states that it takes about two minutes for this Relay Operator to actually start dialing out. The VCO user was very upset and wants this issue resolved quickly. The customer service representative apologized to the VCO user and stated that this information would be passed on to the correct individuals. No follow-up was requested.	09/20/09	The Relay Operator stated that she had her keyboard locked up sometime last week and was unable to place the call immediately. The Supervisor On Duty was able to get the keyboard to work, and then the Relay Operator then dialed out. The Supervisor On Duty verified the incident that occurred and attributed it to technical issues.
26	09/21/09	The customer sent an email to report that she was being billed on her Verizon bill for toll-free numbers through New York Relay. The Customer Service followed up with the customer via email to request bill copies on 9/21 and advised her she needs to set up a customer database profile. She also advised the customer that we look forward to resolving her billing issue.	09/30/09	Sprint is unable to provide a full response to the complaint filed by this customer because she has not yet submitted the bill to Customer Service so we may verify charges and assist. The Customer Service Representative has called and e mailed customer but received no response.
27	09/23/09	The Customer states when she was typing her message for an answering machine the Relay Operator cut her off and increased the speed to 50 wpm. Her notes say 10 wpm. She stated she did not like this so she hung up. The Customer Service Representative apologized to the customer and informed her that the Operator will be coached. The customer is satisfied and does not want a follow-up call.	09/23/09	A Customer Service Representative discussed the situation with the Relay Operator. The Relay Operator stated that she did not have any calls in which the notes said to slow the speed to 10 wpm and that she would have remembered that. She also stated that she had some voice to TTY answering machines, but no TTY to voice answering machine calls. Regardless, the Relay Operator was coached to make sure the wpm is set at what the customer wants and not to change it unless specified by the customer.
28	10/13/09	Captions Lag too far behind voice	10/27/09	A customer's friend shared feedback regarding the delay of captions during a call with the CapTel user when calling to register their preferred carrier of choice. The Customer Service Representative called the CapTel user after researching the call to provide results. The Customer Service Representative explained how captions are generated and why there is a delay in captions as words are being revoiced. The Customer Service Representative also explained the option of skipping captions to the most current captions when desired. The customer acknowledged these tips and thanked the Representative.
29	10/14/09	The Relay Operator did not verify the number to dial as requested in the customer's notes. The Relay Operator redialed a number on her own without permission of the customer and Relay Operator did not inform the customer if the voice person had hung up. The Customer Service Representative thanked the customer for bringing this to our attention and informed him that the Operator will be coached on all of this. The customer was satisfied and has also requested a follow-up contact via e-mail.	10/14/09	The Operator was coached to follow customer notes to verify all numbers prior to dialing and to always inform the caller of all call steps that are taken. Operator was also coached about keeping the customer informed of when their party is hanging up. Operator was receptive to the feedback and says she understands all of this. A follow-up email was sent to the customer per his request.
30	10/20/09	The customer stated that the Relay Operator did not verify the phone number like his notes say to do and the Relay Operator misheard the number several times. The Customer Service Representative apologized to the customer and informed him that the Relay Operator would be coached on following the database and customer instructions. The customer is satisfied and does not want a follow-up call.	10/20/09	Had a discussion with the Operator about following customer instructions and notes. Advised the Operator to keep the customer informed by sending (one moment please reading notes) so the notes can be reviewed prior to dialing the number to ensure quality customer service. Operator stated she understood and would make sure to always read and follow customer notes.

31	10/21/09	Technical - General	11/06/09	The customer reported that during a call she experienced the phrase "Technical difficulties Please hang up and try your call again." The Customer Service Representative investigated the call and found out that the captionist was experiencing loss of audio. This loss caused the captionist to be unable to process the call. The Customer Service Representative sent an email to the customer explaining what happened and apologized for this inconvenience and the customer understood.
32	11/05/09	Accuracy of captions	11/05/09	The customer shared feedback regarding the accuracy of captions and provided specific call data for a call to their voice mail that morning. The Customer Service Representative apologized for the incidence and advised the customer that they would follow-up with Call Center management. The Customer Service Representative investigated and identified a trouble ticket noted by the Relay Operator. The call detail was shared with Call Center management for follow-up with the Relay Operator by the Relay Operator's supervisor to confirm resolution of problem noted.
33	11/13/09	The customer said that every time the Relay Operator calls she seems to be arrogant.	11/13/09	The call involves a professional voice tone and Relay Operator followed guidelines and procedures. The team leader called the customer to let him know that their complaint had been processed.
34	11/29/09	The customer complained that once Relay called the number they could not connect to the outbound caller. The Customer Service Representative apologized for the inconvenience and was able to directly call the outbound caller that she could not reach earlier. The customer wanted to rule out a Relay problem so they asked for a technician to follow-up.	01/11/10	The Customer Service Representative spoke with the customer regarding the long distance call not being able to go through New York Relay due to a carrier of choice problem. The technician placed a test call using the customer's phone number through New York Relay selecting the customer's long distance carrier of choice, and got the recording "We are sorry your long distance service has not been established". This recording indicates that the customer needs to contact their local exchange carrier to make sure they have long distance service and that their account is in good standing. The technician is unable to contact the customer's local exchange carrier because the local exchange carrier will only divulge customer account information to the customer. The trouble logs from this issue give no indication of error experienced when processing the call. The customer referred to their local exchange carrier to resolve the issue.
35	12/09/09	A VCO customer gets delayed when making long distance calls through Relay using the local exchange carrier. A Customer Service Representative apologized and opened a trouble ticket. No follow-up was requested.	12/15/09	A Sprint technician tried to reach the telephone company technician and has not received a call back. The Relay Program Manager called the technician and he asked that Sprint's technician call back again. Sprint's technician called again several times but has not received a call back. This ticket will be closed. If there is another issue, we will investigate again. The technician left a message with the telephone company technician.
36	12/14/09	The customer notes say to confirm the number to be dialed before dialing out. The Relay Operator did not do this. The Customer Service Representative apologized and told the customer that they would address their concern with the Relay Operator.	12/14/09	The Customer Service Representative reminded the Relay Operator to confirm number to dial with customer before dialing call.
37	12/15/09	A Speech to Speech customer wanted to know when the Relay Operator was going on break during a call. The Speech to Speech customer did not like that she did not give him the answer.	12/15/09	The team leader called the customer to let him know that the Relay Operator followed procedure and if he wants to know when a required shift change will be necessary, he needs to make his request before dialing out on a call.
38	12/17/09	It sounded like the Relay Operator was not there because when she was asked to repeat, she did not respond.	12/17/09	The team leader met with the Relay Operator. The Relay Operator does not recall anything unusual about any calls in the past couple weeks (call date and time are not listed on complaint). The Relay Operator has never had a complaint of any kind before this. The Relay Operator is sorry for any inconvenience.

39	12/24/09	The customer voiced the number to dial and the Relay Operator did not dial it out fast enough. The customer states that she is documenting the Operator number near her phone so when she gets her again she will "give her a piece of her mind". She also stated that she will be calling Relay Program Manager. The Customer Service Representative apologized to the customer and informed her the Relay Operator's supervisor will be notified regarding this and the Relay Operator will be coached. The customer declined request for a follow-up call.	12/28/09	This is the beginning of a series of calls from a very frustrated VCO customer who has a new phone and is having trouble using it. She is very upset, impatient, and does not respond well to any assistance provided by the Relay Operators or supervisors. The Relay Operator stated she did not have any VCO calls that went poorly on the date of this call. The supervisor in charge during this call tried to speak to this customer on many occasions but the customer would not accept any assistance.
40	12/28/09	A VCO called regarding several issues including: she can't reach Relay dialing 711, telemarketing calls, and Clarion not setting up her program correctly. The customer also complains of garbled messages and problems with Relay Operators being disrespectful and rude. The Customer Service Representative apologized for the various problems, tried to refer the caller to the correct sources to correct the non Relay issues but the caller disconnected before the information could be provided. The Customer Service Representative also provided the Relay Operator numbers to management. The customer wants to be contacted.	1/4/2010	The technician called the customer to try to figure out what might be causing her garbling problems. He did not experience issues on the call but the customer is still very unhappy. The Relay Program Manager called her and did not get an answer. The Customer Service Representative is calling her to let her know that a Relay Ambassador is going to call to set up an appointment for a home visit. The Relay Ambassador visited with this customer and she apparently has a new VCO phone and it is not working in the same way as the old one she had. She is planning to send her VCO phone back to the company, it seems the VCO button announcing calls may be defective.
41	12/29/09	The customer's notes state to verify the number before out dial. The Relay Operator did not verify the number before calling, they just started calling. The Customer Service Representative apologized to the customer for the inconvenience and assured them that the complaint would be passed to Relay Operator's immediate supervisor for coaching. No follow-up requested.	12/29/09	The team leader met with Relay Operator and coached them on the importance of following the database instructions. The Relay Operator understands.
42	12/29/09	The Relay Operator did not verify the number prior to dialing out and the customer notes stated to verify the number. The Customer Service Representative apologized for the problem and offered a follow up contact.	12/30/09	The Relay Operator did remember the call and had not verified the first number. The Relay Operator stated that they had apologized and processed another call correctly, remembering to verify the number. The Relay Operator was coached on making sure to read and follow customer notes every time and stated they understood.
43	12/29/09	The customer kept getting garbled messages. The customer was branded as VCO and has several Relay Operator numbers. Follow-up has been requested.	1/4/09	The Syracuse technician has been trying to call this customer and she does not answer her phone. We now have an appointment for tomorrow, and hopefully the technician will be able to assist her. The Syracuse technician talked with customer and have made arrangements for a home visit.
44	01/08/10	The Operator had a bad attitude calling a Casino. When the outbound caller asked Relay Operator to repeat, Operator did not repeat.	01/08/10	The Relay Operator followed procedure. It can be difficult on these calls, but the Operator must follow procedure and do what inbound says repeating after them, not the outbound as it would create more confusion.
45	01/08/10	The Relay Operator did not attempt to instruct the outbound caller to wait for the inbound to stop speaking to respond to caller.	01/08/10	The team leader met with the Relay Operator. The Relay Operator said his instructions were to repeat what was NOT understood. The outbound caller understood him and both interrupted each other. The Relay Operator followed Speech to Speech procedures.
46	01/13/10	Technical - General	01/13/10	The customer reported a specific call where the captions did not establish after being transferred to her CapTel phone at work. After further investigation it was noted on this particular call that the captionist was experiencing technical difficulties at their work station that caused the captionist to be unable to caption this call. The captionist's experience was brought to the attention of a supervisor at the Call Center and they were able to resolve the situation. The Customer Service Representative apologized to customer regarding their experience during this particular call and thanked customer for bringing it to our attention.

47	01/19/10	A New York VCO customer complains that she is still getting Operators who are not skilled with VCO calls. She also says she is coming in branded TTY instead of VCO. The Customer Service Representative apologized for the inconvenience and opened a trouble ticket and follow-up has been requested.	01/19/10	The customer has sent her VCO phone back to the company. She believes there is a problem with her new VCO phone.
48	02/02/10	Dial Tone - Not heard	02/02/10	The customer's aide stated that there is no power or dial tone on the CapTel. The Customer Service Representative advised the customer to send the unit to Ultratec's National Service Center for unit to be serviced or replaced.
49	02/22/10	Dial Tone - Not heard	02/22/10	The customer's aide called Customer Service referencing to a lack of dial tone on CapTel phone 200. The Customer Service Representative advised the party to perform a physical resetting of CapTel phone and this resolved the customer's problem.
50	02/23/10	Accuracy of captions	02/23/10	The customer shared feedback regarding the accuracy of some words during her captioned calls. The customer gave one example but did not have the call details for the Customer Service Representative to further follow-up with the Call Center personnel. The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date time and Relay Operator number of any future calls noting we would appreciate the opportunity to take specific action with the Relay Operator captioning the call by way of further training and monitoring.
51	02/25/10	Dial Tone - Not heard	02/25/10	The customer reported that his CapTel phone does not have a dial tone and appears to be locked up. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
52	03/01/10	A TTY customer states at the end of the call, the TTY customer told the Relay Operator thank you and wished him a terrific day. The Relay Operator was rude and did not respond, so the TTY customer finally hung up. The Customer Service Representative apologized and no follow-up was requested.	03/01/10	The Relay Operator was coached that when the customer directs a closing comment to him he should reply in a timely manner and mirror the caller's last thoughts. The Relay Operator said he always does this and did not remember a call in which he did not offer a prompt reply to the customer. He was apologetic that the customer thought he was being rude, but he said he understood how the customer could have come to this conclusion.
53	03/02/10	Dial Tone - Not heard	03/02/10	The customer reported no dial tone on the line. The Customer Service Representative advised the customer to perform a physical reset. This restored the customer's dial tone.
54	03/18/10	Dial Tone - Not heard	03/18/10	A customer's helper called on behalf of customer and stated that the CapTel has no dial tone and the screen is stuck. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
55	04/02/10	Dialing Issue - New local prefix not in database	04/02/10	The customer reported being unable to make outgoing calls. Technical support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call and this resolved the customer's issue.

56	04/03/10	The customer states that the Relay Operator was slow. The customer told the Relay Operator to redial the number by putting the number in again manually, but the Relay Operator did not, she redialed automatically. The Relay Operator told her the line was busy and the customer said that the line shouldn't be busy. The customer states that the Relay Operator does not listen well. The customer told the Operator her long distance carrier is Verizon and the Operator told her "you don't have to tell me that, it is in your notes". The Customer Service Representative apologized to the customer and informed the customer we would follow-up on this with the Relay Operator. The customer is satisfied and does not need a follow-up call.	04/03/10	The Customer Service Representative discussed with the Relay Operator who remembered the call. The Relay Operator remembers informing the customer that the Carrier of Choice information was in her notes, as a courtesy, not to be meant as rude and the Operators says she did not say "you don't have to tell me that". The Relay Operator remembered the customer saying to dial the number again and not saying "manually". There is no documentation about why the customer stated the Relay Operator was "slow", but the Relay Operator repeatedly passes our contractual typing requirements of 60 wpm. The Relay Operator also stated that, yes, the line was busy and the Relay Operator has no control of that. The Relay Operator was coached to get a supervisor to assist when the customer starts getting upset.
57	04/05/10	Dial Tone - Not heard	04/05/10	The customer's friend called noting the lack of dial tone on CapTel phone 200. The Customer Service Representative advised the customer to perform an electronic resetting and relocation of the telephone cord to the appropriate jack at the base of the phone. This resolved the problem.
58	04/06/10	Dial Tone - Not heard	04/06/10	A customer with a new CapTel phone reported no dial tone. The Customer Service Representative advised plugging the AC adapter from CapTel into an available power source. The customer confirmed that this resolved the customer's experience.
59	04/10/10	When calling 1-877-826-6977 New York VCO line the customer never reaches an Operator and has made several attempts. There is no ring or no answer. When they call the old 800 number for New York VCO they immediately are able to reach a Relay Operator. No follow-up requested by customer.	04/10/10	A test call to the New York VCO number completed with no problem. They need additional information from the customer but the customer has requested no follow-up. The complaint has been closed due to lack of information.
60	04/12/10	Dial Tone - Not heard	04/13/10	The customer reported that there was no dial tone heard on their CapTel phone. The Customer Service Representative advised the customer to contact the telephone company to replace the faulty wall jack identified during troubleshooting.
61	04/14/10	Technical - General	04/16/10	The customer reported that she is unable to dial three specific business telephone numbers from her CapTel phone. When she dials with captions she reaches a busy signal. Further investigation shows that customer is unable to complete her calls due to the way the business is routing Relay calls. Since the business is unwilling to make any adjustment to resolve the issue the Customer Service Representative provided the customer with an alternative toll-free number that she can use to call with captions. The customer is satisfied.
62	04/20/10	Mid-call line disconnected. Customer wants a call back.	04/20/10	After an investigation it was found out that it is a technical issue on caller's end. The team leader called the customer and left a message on the customer's answering machine about the issue.
63	04/26/10	Disconnect/Reconnect during calls	04/26/10	The customer is experiencing disconnections during her captioned calls. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to the customer why the disconnect/reconnect might be occurring and sent an email with tips to reduce their occurrence.
64	04/30/10	Dial Tone - Not heard	04/30/10	A customer's daughter reported that there was no dial tone. The Customer Service Representative advised the customer to perform an electronic reset and was able to confirm that this resolved the issue.
65	05/05/10	Dial Tone - Not heard	05/05/10	The customer's daughter reported that the CapTel did not have a dial tone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

66	05/07/10	A phone call just disconnected in the middle of the call while the Relay Operator was taking phone numbers down. The customer wants a follow-up phone call.	05/07/10	The team leader met with the Relay Operator. The team leader coached the Relay Operator to report any technical difficulty that may result in disconnects. The team leader will work with the site technician to place a test call to the customer. That will enable them to trouble shoot the issue and rule out any problems on our end so customer can call his phone company if needed.
67	05/10/10	The caller said the Relay Operator sounded mad while setting up and processing his call. He said that the Relay Operator was slamming things and said a swear word. The caller said he just did not appreciate hearing that as he was attempting to call his Grandmother. The Customer Service Representative apologized for the problem and the caller wants a follow-up by the Supervisor regarding this issue.	05/10/10	The supervisor had a discussion with the Relay Operator about the call, in which she stated that she gave a pleasant Relay greeting and proceeded to process the call professionally. The Relay Operator states that at no time she use any vulgar language or slam anything around. This Operator has an excellent work record and has never been observed doing or saying anything unprofessional to customers. The supervisor in charge also did not hear any loud noises or rudeness either. Tried to contact this customer for follow-up but keep reaching a recording that does not lead to an answering machine or live person.
68	05/13/10	Dial Tone - Not heard	05/13/10	The customer's daughter called and stated the CapTel has no dial tone but other phones in the home have dial tone. The Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's issue.
69	05/17/10	Dial Tone - Not heard	05/17/10	A customer's son reported no dial tone on the CapTel phone. The Customer Service Representative advised customer to perform physical and electronic resets of the phone. It was confirmed that the customer is using the CapTel phone successfully.
70	05/19/10	Captions - stop in middle of call	05/19/10	A customer reported seeing 'Your phone is going to be disconnected' during a documented captioned call and then the call disconnected. After further investigation the Customer Service Representative informed the customer that the captionist noted no audio on the line so the call was disconnected by a supervisor at the call center.
71	05/20/10	The Relay Operator called the customer sweetie and made the customer uncomfortable. The customer wasn't sure if they had filed a complaint or not.	05/20/10	The team leader explained to the Relay Operator that the use of terms like "sweetie" are inappropriate. The Relay Operator understands.
72	05/25/10	Dial Tone - Not heard	05/25/10	A customer's husband reported not being able to make an outgoing call. The Customer Service Representative advised the customer to perform a physical reset and confirmed this resolved the customer's issue.
73	05/26/10	Dial Tone - Not heard	05/26/10	A customer's husband reported no dial tone. The Customer Service Representative advised the husband to perform a physical reset and confirmed that this resolved the customer's issue.
74	05/28/10	The customer states that their notes contain instructions for voice mail retrieval that has the ten digit number and pass-code. The customer asked the Relay Operator to retrieve their messages and the Relay Operator responded with (place handset next to answering machine) and did not dial the voice mail number. Relay had another Operator retrieve the messages and it was done correctly. The Customer Service Representative apologized to the customer and informed the customer procedures for voice mail retrieval will be reviewed with the Relay Operator. The customer was satisfied and does not want a call back.	05/28/10	The supervisor reviewed step by step the procedures for the differences between a voice mail retrieval and answering machine retrieval. The Relay Operator stated that, yes, she was confused between the two, but the review of the procedures makes her confident she will handle these call types correctly in the future.

75	05/31/10	The Relay Operator was nasty, very arrogant, and refused to do what the caller asked. The customer told the supervisor at the time of the complaint that he wanted the Relay Operator involved in the call by talking directly to Relay Operator instead of his outbound voice when wanting the outbound voice to repeat.	05/31/10	The team leader met with the Relay Operator. The Relay Operator was explaining to the customer that it wasn't his role to be involved in the call and to please ask the outbound to repeat. The Relay Operator understands to stay professional and calm and ask for supervisor if the customer's requests cause a conflict that needs to be resolved. A supervisor told the customer we would follow-up Tuesday afternoon.
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Date Generated: Mon, Jun. 21st, 2010 @ 10:50:15 AM CT



**New York FCC
2010 - 2011
Complaint Log**

Complaint Tracking for NY (06/01/2010- 5/31/2011) Total Customer Contacts: 109

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/10	The customer stated they were being billed incorrectly. The Customer Service Representative apologized and follow-up was requested.	06/02/10	The trouble ticket resolution states that none of the calls are showing up as going through our Telecommunications Relay Service call platform. The technician explained that that it sounds like someone else is using her house phone and making calls directly since these are not showing on our Telecommunication Relay Service platform. The Relay Program Manager notified the customer's friend as requested.
2	06/07/10	The captions stopped in the middle of the call.	06/07/10	A customer reported a call in which the captions stopped in the middle of the conversation. The Customer Service Representative investigated and found the operator was experiencing technical difficulty, thus the operator changed the call over to a new operator in the middle of the call. The Customer Service Representative apologized to the customer for any inconvenience this caused and assured the customer this was an isolated incident.
3	06/10/10	There were general technical difficulties with the call.	06/10/10	The customer reported they saw the operator's identification number but no captions until she turned the captions off and then back on to connect to another operator. An investigation determined a possible technical issue at the first operator's workstation that might have caused the inability to caption on this call. The customer reconnected to a second operator and everything worked accordingly. The Customer Service Representative apologized to the customer for the inconvenience and asked that they let us know of any future incidents so we can investigate further.
4	06/21/10	The customer asked the relay operator to repeat what they said and the relay operator stated they are not involved in the call and to speak directly to the customer's party. The customer thought the way the relay operator handled the situation was unprofessional and rude. The Customer Service Representative apologized to the customer and informed the customer that the relay operator would be pulled for a discussion. The customer was satisfied and does not want a follow-up call.	06/21/10	The relay operator said he thought he was using a friendly/professional tone when he had to re-direct the caller to maintain transparency. The relay operator followed protocol to relay in real time which does not allow for relay operators to repeat conversation relayed earlier, in the beginning of the conversation.
5	06/25/10	The customer said the relay operator kept communicating, voice and typing, and she couldn't understand her. The customer requested a supervisor, but the relay operator did not get one. The customer also states the operator kept dialing the wrong number and then said, "sorry we're having technical problems". The customer wanted the relay operator's identification number but the relay operator would not provide it. The supervisor apologized to the customer and informed the customer that the relay operator would be met with immediately for a follow-up regarding this issue. The customer does not want a follow-up call.	06/25/10	A supervisor met with the relay operator regarding the call and the supervisor who assisted. The relay operator said her computer screen froze and that she did provide her relay operator number. A supervisor said the customer got her relay operator number only because she called a second time and got the same relay operator. The customer asked, "can you hear me now?" and the relay operator stated there were technical problems and disconnected the call. The relay operator was coached to call for a supervisor when experiencing difficulties.
6	06/25/10	A customer states the relay operator disconnected the call. The Customer Service Representative apologized to the customer and informed the customer that the relay operator will be followed up with immediately by a supervisor. The customer was satisfied and does not request a follow-up call.	06/25/10	The relay operator states they accidentally switched the call type to TTY part way through leaving a message on the answering machine and it hung up. The supervisor coached the relay operator to get a supervisor immediately when something like this occurs so that proper documentation can be made in case of a complaint. The supervisor also reviewed proper call processing procedure for leaving a message on an answering machine for a Hearing Carry-Over customer.
7	07/16/10	There were general technical difficulties with the call.	07/20/10	A customer reported garbling of captions on a specific CapTel 800 call in 2-Line mode. Further investigation revealed a technical problem at the captionist station during this call. The Customer Service Representative informed the customer of this and the customer was satisfied with the information.
8	07/25/10	A voice caller was waiting three minutes and a relay operator did not say anything. The customer said he is familiar with rollover and did hear the relay operator say the greeting and then immediately got TTY tones. The customer feels that the relay operator was rude and does not want any follow-up.	07/25/10	The relay operator followed the correct procedure for answering a voice call by voicing the relay greeting two times. There was no response so she followed the next step of the procedure, which is to press to send the greeting to the TTY line.

9	07/28/10	A New York voice caller was interrupted during a call with the recording, "your long distance has not been established". The customer has Carrier of Choice in place with her telephone number profile and said that this problem occurs about once a year. The Customer Service Representative apologized and explained to the customer that they would be sure to let the relay technicians know the problem. The Customer Service Representative entered a trouble ticket and the customer did not request further contact.	07/28/10	A technician reached out to the customer and the problem was cleared while investigating.
10	08/05/10	The customer is experiencing a dialing issue and is unable to dial regional 800 numbers and reaches an error message that states "calls cannot be made from that area".	08/05/10	Technical support made an adjustment to recognize the equivalent to that toll free number and customer is now able to contact the 800 number.
11	08/26/10	A customer stated that a relay operator did not place their call in a timely manner and could not make the system work properly. The supervisor assisted with the call and they were still unable to connect the customer to her mother. The Customer Service Representative apologized for the problem and turned in the complaint as stated. The customer did not request follow-up.	08/26/10	The outbound Voice Carry Over line would switch to Voice and when the relay operator tried to switch it back an error message came up saying, "cannot switch while in ASCII mode". The relay operator kept the customer informed and also had a supervisor assist on the call. A trouble ticket was entered due to technical problem which resulted in failure to complete the call.
12	09/07/10	A customer reported that the relay operator did not know how to process his international relay call and kept asking the customer to repeat the number. The customer said the relay operator "stole" his time and suggested more training is needed for relay operators concerning international call procedure. The Customer Service Representative apologized to the customer and told him that the report would be sent to the call center supervisor and thanked them for bringing the issue to our attention. The customer requested a follow-up.	09/07/10	The relay operator tried to place the call but the system would not accept the phone number the customer gave. The relay operator immediately summoned a supervisor to assist, but the caller hung up as soon as the supervisor came over. The Customer Service Representative made three attempts to contact the customer for follow-up, as requested, with no success.
13	09/08/10	The caller had issues with the accuracy of their captions.	09/08/10	A customer's friend reported that the captions on the call to their friend caused confusion. The customer also stated that the words were spelled out for the operator and they were still not represented correctly. The Customer Service Representative apologized for this and thanked the customer's friend for bringing their experience to our attention. The Customer Service Representative informed the caller to document the date, time, and operator number of any future calls to allow us to take specific action with the operator captioning the call.
14	10/20/10	There were issues with the answering machine message retrieval.	10/20/10	A customer reported receiving (Speaker Unclear) numerous times when using the CapTel phone to caption her external answering machine messages. The Customer Service Representative explained that captioning such messages can be trickier for the operator since the sound quality may be compromised as compared to a live conversation. The Customer Service Representative shared tips for captioning these messages, including making sure that the volume on the answering machine is sufficient yet not too loud to cause muffled or distorted audio and making sure to place the mouthpiece of the CapTel phone's receiver near the speaker and not directly on top of it.
15	10/28/10	A New York Voice Carry Over customer complained that after realizing she gave the relay operator an incorrect number, she requested to dial a new number yet the relay operator argued with them. The Customer Service Representative apologized and explained that the supervisor would be informed and recommended the customer contact her carrier to request the removal of the charges for that incorrectly placed call. The customer does not want follow-up contact.	10/28/10	A supervisor spoke with the relay operator regarding the complaint. The relay operator remembers a customer giving her an incorrect number and then providing the correct number. The relay operator said they dialed the correct number for the customer when they asked them to. In addition, the relay operator said it was not a long distance number. The relay operator was coached to call for a supervisor if there is a customer issue.
16	10/29/10	A customer was unable to make captioned calls.	10/29/10	A customer reported the need to wait for an Operator when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
17	10/29/10	A customer was unable to make captioned calls.	10/29/10	A customer reported the need to wait for an Operator when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

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20	11/08/10	A customer reported that her friend tried to call her through the captioning service and heard the message "please wait for the next available operator".	11/08/10	The Customer Service Representative thanked the customer for reporting this and explained that Call Center management believes her friend called at a brief moment where all of the operators were busy. The issue has already resolved itself and her friend should now be able to call her successfully. It was confirmed that the customer's friend hung up and was then able to call customer with captions.
21	11/18/10	A New York customer complained that relay operators keep asking him who his long distance provider is even though he has previously set up a profile with his preferred Carrier of Choice. The Customer Service Representative apologized for the inconvenience and the customer did not request a follow-up.	11/18/10	A sprint technician called the customer to be sure the Carrier of Choice was working. The Carrier of Choice shows up fine in the customer database file and the customer said it is working now, per Frontier.
22	11/29/10	There is a general technical issue with the call. The customer reported not receiving captions on one call and provided specific call information for an investigation.	12/03/10	The Customer Service Representative investigated and found that the loss of captions may have been due to a loss of audio at the operator's work station. The Customer Service Representative apologized for the incident and thanked the customer for sharing their experience. The Customer Service Representative also advised the customer that when using the CapTel in 2-Line mode, they can press the caption button to turn the captions off and then back on to reconnect to a different operator while the other party is still connected to the call.
23	12/01/10	A New York Voice Carry Over customer's number has been coming into the relay center branded incorrectly as a Hearing Carry Over customer. As a result, there has been a lot of difficulty communicating with the relay operators to get her calls through successfully. The Customer Service Representative apologized for the inconvenience and checked to see the customer is in fact branded as a Voice Carry Over customer. The Customer Service Representative opened a ticket and follow-up was requested by the customer.	12/01/10	The Sprint technician called the customer on two different dates with no answer. The third time he reached the customer and she said there had been no issues for the past week.
24	12/11/10	The customer asked the relay operator to repeat what the TTY user had typed because she did not understand what the relay operator was saying. The relay operator responded and said, "Can't repeat anything" and the customer felt this was rude. The customer called back in again to speak to a supervisor and stated that she wanted the TTY user credited for the call. The Customer Service Representative apologized to the customer and informed her this would be reported to the relay operator's supervisor for immediate follow-up. The customer said she would like a follow-up call.	12/11/10	In following up with the relay operator, they specifically remembered this call as being a Voice Carry Over user, not a TTY user and explained that she simply redefined her role as the relay operator when the voice outbound wanted her to repeat what the Voice Carry Over user had said. In following up with the customer, it was explained the call was with a Voice Carry Over user, not a TTY user. The relay operator's response, not being able to repeat what the Voice Carry Over user had said, was using correct procedure since the relay operator cannot be involved in the call. The customer was satisfied with the follow-up, they now understand the relay operator's role in the call and thanked the supervisor for taking the time to explain the call processing procedure for this call type.
25	12/17/10	The customer stated that the relay operator did not follow instructions and when the customer asked for a supervisor the relay operator said there was no supervisor in the office. The supervisor tried to get more information from the customer but the customer would not elaborate. The Customer Service Representative apologized to the customer and informed the customer that the relay operator would be met with. The customer would like a follow-up call.	12/17/10	A supervisor met with the relay operator and they were not sure what instructions were not followed. The relay operator knows to always get a supervisor, especially when asked. A supervisor coached the relay operator to always follow instructions and to always get a supervisor. The relay operator thinks he followed procedure to the best of his ability. A supervisor sent follow-up contact to the customer via mail and called the customer per per the customer's request. When calling the customer, the supervisor received the message, "Not accepting voice message" recording. The supervisor tried again and could still not get through.
26	12/20/10	There were general technical difficulties with the call.	12/20/10	A customer's brother reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

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31	12/20/10	There were general technical difficulties with the call.	12/21/10	A customer's daughter reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
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52	12/21/10	There were general technical difficulties with the call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
53	12/22/10	There were general technical difficulties with the call.	12/22/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
54	12/22/10	There were general technical difficulties with the call.	12/30/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
55	12/29/10	A customer was very displeased with the relay operator. The customer had a typo and misspelled the word "receptionist". The relay operator questioned it, which is understandable but her tone was very angry and rude. The Customer Service Representative apologized to the customer and informed her that the relay operator would be met with regarding this situation. The Customer Service Representative offered to call the customer back to inform her of the resolution and she said she would like a call back.	12/29/10	The relay operator stated she had to ask for clarification of what was typed so she could, correctly, relay the information. The relay operator was coached about providing polite and professional responses in all communication with customers. The Customer Service Representative tried several times to contact the customer for follow-up however, follow-up contact was unsuccessful.
56	01/06/11	A customer stated that the relay operator did not respond at the end of his call. The customer typed a closing to the relay operator, stopped keying and the relay operator did not respond. He waited 30 seconds for the relay operator to type something, but they did not type anything, so then the customer hung up. The Customer Service Representative apologized to the customer and informed them the issue would be discussed with the relay operator. The customer would like a response, via mail, regarding the outcome.	01/06/11	The relay operator was coached to maintain 100% focus on her calls and to respond to the customer in a timely manner. Follow-up was mailed to the customer per their request.
57	01/19/11	A customer stated that they are unsatisfied with the quality of the captions on her call and that she often receives spelling errors during a captioned call.	01/19/11	The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative shared that if the customer documents the date, time, and relay operator identification number of any future calls this will allow us to take specific action with the relay operator captioning the call. The Customer Service Representative also advised the customer that because the relay operator is not able to ask for clarification they will have to take his or her best guess when it comes to the correct spelling of a proper noun, such as a person's name or the name of a city or street. The Customer Service Representative encouraged the customer to ask the other party for confirmation of spelling of names or places when desired.

58	01/20/11	A voice Carry-Over customer stated that when he answered the phone, he said hello four or five times and finally gets a response from the relay operator typing very slowly, one character at a time, with delays in-between them. The relay operator's typing then stopped and the line disconnected. The Customer Service Representative apologized to the customer and assured him the situation would be investigated. The customer is satisfied and does not want a follow-up call. The customer expressed overall satisfaction with the service normally provided.	01/20/11	After following-up with the relay operator, the supervisor concluded that there was an issue with setting up the call from Voice to Voice Carry-Over. The lines switched and the Voice Carry-Over user got blocked. While the relay operator was trying to resolve the issue and get the Voice Carry-Over user back on the line, the Voice caller hung up, the system timed out and automatically disconnected the customer. The relay operator also stated that something seemed to be wrong with the text transmission as well. The relay operator was coached to immediately summon a supervisor whenever there is any technical issue affecting call processing.
59	01/20/11	There were general service issues with this call.	01/20/11	A customer reported experiencing a longer than normal wait time to connect with a relay operator. The Customer Service Representative advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a relay operator. The power was restored to the affected workstations and the wait time for all calls went back to normal. The Customer Service Representative apologized for any inconvenience this may have caused.
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105	02/25/11	After reaching a recording the relay operator asked the customer if they would like to hold for a live person. The customer said "yes" and while on hold for a live person the relay operator disconnected his call. The Customer Service Representative apologized to the customer and assured him the relay operator's supervisor would be made aware of the complaint immediately. The customer is satisfied and does not require follow-up.	02/25/11	The relay operator did not remember this call, however the relay operator was coached on the importance of not disconnecting calls. The supervisor also advised the relay operator of the consequences of doing so.
106	03/24/11	The customer reported no Caller ID on her external Caller ID box.	03/25/11	The Customer Service Representative advised the customer to connect the Caller ID box to an electrical outlet and this resolved the customer's issue.
107	04/28/11	There were general service issues with this call. The customer's helper called and reported that captions stopped in the middle of a call on 4/26/2011 at 11am. There was not an indication of any "Hung Up or Disconnection" message, from the operator.	04/29/11	The Customer Service Representative apologized to the customer and investigated the call. The call detail was shared with Call Center management for follow-up with the operator by the operator's supervisor. The operator was with a coach when the situation occurred. They operator terminated the call without sending the farewell closing macro. The operator was coached on this error at time of incidence.
108	05/05/11	The customer stated the voice person she had spoken to earlier called her back to tell her the relay operator, who relayed their call, was rude and did not sound very nice. The customer stated that she is upset because she cannot hear how the relay operator sounds and she feels taken advantage of if they are being rude to the people she calls. She stated she has used this service for a very long time and gets upset if someone tells her they had a rude relay operator. The Customer Service Representative apologized to the customer and informed her the relay operator would be coached. The Customer Service Representative thanked the customer for sharing her concerns and the customer is satisfied and does not need a follow-up call.	05/05/11	The relay operator explained to the supervisor that the inbound caller's typing was garbling and the relay operator advised the outbound voice person of this. The outbound customer was trying to engage the relay operator in a conversation and asked questions about call content. The relay operator re-directed the outbound customer and advised that they cannot discuss call content. The inbound TTY user hung up because of the garbling and the outbound voice user was informed of this. The relay operator was coached to maintain a calm, friendly and professional tone with the customers when she is educating and re-directing.
109	5/19/2011	A customer cannot make a call to his sister through the New York Relay service using his AT&T Prepaid calling card. The Customer Service Representative apologized for the problem and assured the customer that a trouble ticket would be turned in on the issue. The customer requested a call back or email response when the issue is solved.	5/27/2011	The relay technician attempted to contact the customer several times to make a test call and the customer did not call back. The technician made a test call and the call went through successfully. The Relay Program Manager e-mailed the customer and the complaint was closed on 5/27/2011.



**New York FCC
2011 - 2012
Complaint Log**

Complaint Tracking for NY (06/01/2011-05/31/2012). Total Customer Contacts: 42

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/11/11	When calling in to use the NY relay service this customer's access code number "8" shows as part of the phone number. The Relay Operator suggested he contact his phone provider at work regarding this issue. The Relay Customer Service Representative let the customer know that they would be turning in a trouble ticket on the issue as stated. A call back or email was requested when the problem is fixed because this is his work line and he uses it every day.	7/14/2011	A site technician contacted the customer to try to get the issue resolved. Upon investigation of this issue it was recognized that the issue originated with the customer's local carrier. The local carrier fixed the issue.
2	07/20/11	A voice caller called to report that a Relay Operator posted a transcript of a relay call on Facebook. The caller said she was very embarrassed. The Customer Service Representative apologized to the customer and informed her this information would be forwarded to a supervisor for follow up and she would be getting a phone call from the supervisor so more specific facts could be obtained.	07/20/11	Upon further investigation it was observed that the Relay Operator did break confidentiality. The operator was terminated from her position.
3	07/24/11	Accuracy of captions	07/28/11	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Relay Operator by the Relay Operator's supervisor. The Relay Operator's supervisor monitoring frequency will be increased to make sure that poor accuracy is not an ongoing issue for this Relay Operator.
4	07/25/11	Accuracy of captions	07/26/11	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Relay Operator by the Relay Operator's supervisor. The Relay Operator's supervisor monitoring frequency will be increased to make sure that poor accuracy is not an ongoing issue for this Relay Operator.
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6	09/26/11	The Relay Operator asked a customer to repeat something. The customer stated that the operator was rude. The Customer Service Representative apologized to the customer and informed the customer this would be forwarded to the Relay Operator's supervisor for follow up. The customer is satisfied and does not need a follow up call.	09/27/11	A discussion was held with the Relay Operator about the call. The Relay Operator stated she asked the customer to "please repeat the number" because she did not hear all of it. The operator felt that the customer yelled at her and asked her not to. The Relay Operator was coached that she should have just dialed the number. The Relay Operator said she understood.
7	10/12/11	A Speech-to-Speech customer explained the Relay Operator was inattentive. The Customer Service Representative apologized and the supervisor was notified. No follow up was requested by the customer.	10/14/2012	A supervisor met with the Relay Operator and coached the Relay Operator on getting assistance and a supervisor when a customer is calling.

8	11/08/11	Accuracy of captions	11/08/11	A customer's daughter called to share feedback on behalf of her mother regarding the accuracy of captions. The Customer Service Representative apologized for the incidence and thanked the customer's daughter for bringing their experience to our attention. The Customer Service Representative noted that if the daughter or mother wishes to document the date, time and Relay Operator number of any future calls this will allow us to take specific action with the Relay Operator and the Relay Operator's supervisor captioning the call. The daughter did not wish to pursue this further. The Customer Service Representative apologized and offered follow up. The daughter declined further follow up.
9	11/14/11	Disconnect/Reconnect during calls	11/15/11	Customer's daughter reported that they are being disconnected on captioned calls. Customer Service sent the customer's daughter information explaining the difference between a CapTel and a traditional phone. Explained to customer's daughter why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
10	11/22/11	A customer gave the Relay Operator instructions to retrieve his voice mail messages and provided the necessary pass-code information. The Relay Operator followed procedures for answering machine retrieval, not voice mail. The Customer Service Representative apologized to the customer and informed him the Relay Operator would be coached. The customer is satisfied and does not request follow up.	11/23/2011	A supervisor coached the Relay Operator on the correct procedures for retrieving voice mail messages versus answering machine message retrievals.
11	12/02/11	The VCO customer reports that the Relay Operator was inattentive. An example is when the customer gave an instruction; the Relay Operator asked her to repeat it. The customer notes were also not followed. The Customer Service Representative apologized and no follow up was requested.	12/5/2011	When investigating the incident the supervisor discovered the Relay Operator identified by the customer was not present in the work place at the time the call occurred. Unfortunately we are unable to determine the identity of the Relay Operator who may have handled the customer's call and further investigation is not possible.
12	12/02/11	Dialing Issue - Unable to dial regional 800 number	12/02/11	A customer reported difficulty calling a specific toll free number. Technical Support made an adjustment so that the CapTel user can successfully make a captioned call to the regional 800 number.
13	12/26/11	The Relay Operator did not follow customer's notes. The notes said to verify numbers before dialing and any additional instructions. The Relay Operator verified the number to dial, but not any other instructions he gave. The Customer Service Representative apologized to the customer and informed him that the Relay Operator would be coached. No further follow up was requested.	12/27/11	The Relay Operator was coached by the supervisor to follow all customer instructions.
14	02/03/12	A customer stated that the Relay Operator did not follow their notes on verifying the number before dialing out. The customer requested follow up via e-mail.	2/4/2012	The Relay Operator was coached by their supervisor to follow customer's instructions on verifying the number before dialing. A follow up email was sent to the customer per his request.
15	02/03/12	A customer stated that every time they talk to a particular supervisor he does not want to coach the Relay Operator. He tells the customer that the Relay Operators make mistakes. The customer will be requesting follow ups on all the complaints that they made.	2/4/2012	The supervisor was coached on proper procedures for when the customer requests another Relay Operator and proper procedures for handling customers' concerns. A follow up email was sent to the customer on 2/4/2012 per the customer's request.
16	02/23/12	The Relay Operator did not verify the whole number, they only verified the area code. A supervisor was called over. He said the Relay Operator figured that only the area code was wrong and did not follow instructions to verify all of the numbers.	02/24/12	A Customer Service supervisor apologized for the inconvenience with this situation. We were able to follow up with the Relay Operator and supervisor regarding this. The situation was that there was a computer issue where the text from caller disappears. They said that the caller confirmed after asking for verification of area code. An email was sent to the customer as per his request.

17	02/28/12	A customer was not pleased with a supervisor's handling the complaint of a Relay Operator by not verifying the entire phone number including area code. The customer stated that, "this supervisor is horrible". No follow up requested.	2/29/2012	The supervisor stated that the customer gave the wrong area code. The Relay Operator verified the area code with the customer and then verified the whole number with the customer. After the call, the customer complained that the area code was verified without the whole number, but a supervisor could see where the Relay Operator verified the whole number.
18	02/28/12	A customer asked the Relay Operator to interrupt if the Outbound caller was going to hang up. However, the Relay Operator did not interrupt the call before the outbound caller hung up. The customer wants to have clarification on the interruption procedure. The supervisor explained that the interruption will garble on the Relay Operator's side. The Customer Service Representative instructed the customer to give instructions prior to dialing out, or add the instructions to their notes.	02/29/12	The Customer Service Representative advised the customer that we would get clarification on the proper procedure for Relay Operators being allowed to interrupt "if instructed" by the customer to interrupt them if the outbound voice person hung up while typing. A clarification of procedure was emailed to the customer. A refresher of the interruption procedure will be shared with supervisors and Relay Operators.
19	02/28/12	A Relay Operator verified the number but the area code was wrong. The Relay Operator asked if it was correct (the area code) but not the rest of the number.	02/29/12	The supervisor reviewed with the Relay Operator the importance of following customer database notes. The Relay Operator will pay more attention to the notes. A follow up email was sent to the customer.
20	03/05/12	The Relay Operator did not verify instructions on the customer's account. The instructions say to redial a number to leave a message and to "verify" all numbers and specific call instructions before dialing. No follow up requested.	03/06/12	The call came in and the customer provided the phone number. The Relay Operator verified the number, got an answer machine, and then the Relay Operator typed out the answering machine message. The customer asked the Relay Operator to redial, and the Relay Operator verified with the customer to redial to leave a message. The customer said yes, and the Relay Operator went ahead to redial. The Relay Operator did not re-verify the number because the customer had said yes to outdial.
21	03/09/12	The customer stated that she called in through relay and said that the Relay Operator was rude. The Customer Service Representative apologized and assured the voice caller that this information will be referred to the Relay Operator's direct supervisor. The voice caller wanted a follow up immediately via phone call.	03/12/12	A Customer Service Representative discussed this with the Relay Operator and explained to her the customer's complaint. The Relay Operator understands. The Customer Service Representative called the voice customer, apologized to them and told her that they talked to the Relay Operator. The customer thanked the Customer Service Representative.
22	03/12/12	A customer reported that the Relay Operator did not tell her that she could not talk before he said "go ahead", so after he was done speaking she assumed the customer was finished speaking so she proceeded to talk. The Relay Operator then told her she had to hold in a rude way. The Customer Service Representative apologized and thanked the caller for letting us know. The informed the customer that her report would be sent to the call center supervisor. Follow up was requested.	03/14/12	The supervisor reviewed the complaint with the Relay Operator. The supervisor reviewed the pacing phrase and proper etiquette with the Relay Operator. The Relay Operator understood. The supervisor followed up with the customer.
23	03/15/12	The customer stated that once connected to the Relay Operator, the Relay Operator kept sending macros voice now, entering info, and then person who was being called hung up one after the other for over 5 minutes. The customer disconnected the call and called in to file a complaint. A supervisor will follow up with the Relay Operator. The customer requested follow up.	03/16/12	The Relay Operator did not work that day. The customer may have had the wrong number. The supervisor followed up with the customer.
24	03/19/12	The Relay Operator did not verify the message that the VCO user wanted to leave before redialing to leave the message. The customer notes indicate to "verify all specific instructions before out dialing" The customer has requested follow up.	03/20/12	The Relay Operator number could not be located at this call center, the event could have taken place at different center. The customer may have wrong number. The supervisor followed up with the customer.
25	03/19/12	The Relay Operator did not verify the message that the VCO user wanted to leave before redialing to leave the message. The customer notes indicate to "verify all specific instructions before out dialing" The customer has requested follow up.	03/20/12	The Relay Operator followed all procedures as directed by the customer and asked for supervisor's assistance for confirmation. The supervisor followed up with the customer.

26	03/23/12	The customer said the Relay Operator called and apparently one of their clients answered the phone and did not understand what to do so they hung up the phone. The Relay Operator redialed and when the staff member answered the phone the Relay Operator was rude. The Relay Operator stated that the staff member was the first person who answered the phone and hung up on relay. This staff member is new and had never received a relay call before. After a new Relay Operator took over the call the customer then asked for a supervisor. The customer would like follow up ASAP.	03/26/12	The Relay Operator was coached on being professional and courteous when announcing relay and asking for a TTY user. The customer requested a follow up but was unable to be reached. The Center Manager tried contacting the customer three days in a row but the customer was unavailable each time.
27	03/27/12	The Relay Operator did not verify the number or instructions before dialing out to Directory Assistance. The customer requested follow up.	03/28/12	A supervisor was surveying the Relay Operator when this incident occurred. The Relay Operator dialed a previous number correctly, but then the customer made a second call to Directory Assistance, and the Relay Operator did not verify that number. During the survey the customer requested a supervisor. During the survey discussion, a supervisor reviewed with the Relay Operator that all numbers (redial, Directory Assistant, Frequency Dialed) are to be verified with this customer before dial out. The Relay Operator now understands this. Followed up with customer.
28	04/09/12	The Relay Operator did not verify the whole number before dialing out. The area code was not verified. The customer notes state to verify the outbound number before dialing. The Customer Service Representative apologized to the customer and told him he would get an email back about this issue. Follow up was requested.	04/18/12	The Relay Operator is sure she verified the number. The customer gave the number he wanted to the Relay Operator and then he changed his mind. The Relay Operator then re-verified the number again with the customer before dialing out. An email was sent to the customer stating we have reviewed the complaint with the Relay Operator.
29	04/25/12	This customer expressed that he has been receiving horrible typing and spelling errors from Relay Operators. He usually uses the VCO number, but sometimes uses the TTY number and wonders if that is the issue. He would like follow up to find out if it has to do with any particular number to reach Relay, such as 711, VCO or TTY. He prefers to be emailed with a resolution and contacted to discuss his issues	04/26/12	The supervisor apologized to the customer about this and informed the caller to record any Relay Operator ID number. That way a supervisor will be able to follow up with any Relay Operators who need further assistance. An email was sent to inform the caller that for VCO calls using the VCO number is most appropriate. The e mail also said he can contact customer service directly if he needs to test his VCO phone or TTY.
30	04/25/12	A customer reported that a phone number was captioned incorrectly on multiple calls.	05/04/12	The customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative further advised the customer to record the date, time and Relay Operator number of future calls so further follow up can occur.
31	04/29/12	A customer shared feedback regarding the accuracy of captions and provided specific call data.	04/30/12	The Customer Service Representative apologized for this and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the Relay Operator by the Relay Operator's supervisor. The customer was notified of these actions.
32	05/09/12	The caller asked the Relay Operator to stop typing abbreviations and feels that the caller was ignored when the Relay Operator continued using abbreviations. The Customer Service Representative apologized to the caller and stated that they will follow up with the Relay Operator. No follow up needed.	05/09/12	There is no Relay Operator assigned to the ID number. The supervisor is unable to follow up any further.
33	05/15/12	A TTY user states she is unable to make International Relay calls to her family and hasn't been able to for the past 2 weeks. The Customer Service Representative apologized for the problem. They also updated the customer's profile information and explained that they will let the relay technicians know and also referred to her Long Distance provider for trouble shooting there. A trouble ticket was opened. The customer wants contact with a resolution.	05/18/12	This issue has been resolved by Verizon. The Customer Service Representative received a call from customer stating she has made three successful calls this morning.

34	05/19/12	A caller said that their phone no longer displayed captions on direct-dialed incoming calls.	05/19/12	The Customer Service Representative found that the customer's helper had disconnected the second line that was required in order to display captions on direct-dialed incoming calls in 2-Line Mode. The Customer Service Representative made sure the phone is now displaying captions.
35	05/20/12	A Speech-to-Speech customer complained that the Relay Operator kept asking the customer to repeat themselves. No follow up needed.	05/20/12	The Relay Operator followed Speech-to-Speech procedures on asking the customer to repeat as necessary in order to relay their message accurately. No follow up needed.
36	05/21/12	The caller feels that the Relay Operator was not courteous due to the fact that the TTY user only got the message of "number calling" with no GA. The TTY user said that this happened before and they had to wait 5 minutes before getting a GA from this Relay Operator to get a response.	05/21/12	The Customer Service Representative apologized for the inconvenience, and we informed the caller that the message is transmitted automatically when caller gets connected to a Relay Operator. The line was disconnected before we were able to complete the information. No follow up is needed.
37	05/22/12	The Relay Operator did not verify the number from the Frequently Dialed list. The Customer Service Representative apologized to the caller. The caller requested follow up.	05/22/12	The Relay Operator reviewed the procedure on how to process all requests for Frequently Dialed numbers with their name and numbers to be verified before out dial. An email has been sent to caller to notify that it has been reviewed with the Relay Operator.
38	05/25/12	The Relay Operator did not verify the number before dialing and then the Relay Operator did not type all of the answering machine as requested in customer notes. The customer asked to speak with a supervisor. The customer requested follow up via email.	05/26/12	The Relay Operator was coached on following customer notes, getting a supervisor, and not disconnecting customers. Customer service is our top priority and a follow up email was sent to the customer apologizing for the incident that occurred.
39	05/25/12	A NY customer has not been able to reach a Relay Operator via 711 or the 866 VCO number in 5 days. The Customer Service Representative apologized for the inconvenience. A trouble ticket was opened. The customer requested follow-up.	6/5/2012	The Sprint technician contacted the customer and spoke with a family member. The VCO phone has no dial tone and is not working. The technician offered some tips to fix the problem. This is not a relay issue, this is a problem with the VCO phone.
40	05/29/12	The Relay Operator failed to verify the name and address prior dialing to Directory Assistance. The Relay Operator did verify the name and number, but not the address. Also, the customer wants to know why the number was dialed after it was received from Directory Assistance.	05/31/12	An email has been sent to caller to inform him we were not able to follow up with Relay Operator since the Relay Operator is no longer with us.
41	05/29/12	A customer stated that their captions are not accurate.	05/30/12	The customer did not have any specifics to share regarding the call. Therefore, the Customer Service Representative let the customer know that if they wish to document the date, time, and Relay Operator ID number of any future calls this will allow us to take follow up action with the Relay Operator captioning the call. The Customer Service Representative apologized to customer for her experience.
42	05/31/12	A customer's son reported that customer is unable to make an outgoing call.	05/31/12	The Customer Service Representative found that customer's telephone line does not appear to be active. The Customer Service Representative advised contacting the telephone company for further assistance.

Appendix G:

TRS Information in Telephone Directories

The following is the text of the bill message that Verizon –New York runs in April each year. Attached is the page from the Directory.

711 Relay Service Available in New York

Deaf, hard-of-hearing and speech-disabled users of text telephones (or TTYs) or Voice Carry-Over (VCO) phones as well as hearing customers using standard telephones can dial 711, toll-free, to access the Telecommunications Relay Service Center from anywhere in New York State. The Relay operator then can connect you to your party anywhere in the country. (Customers may also continue to use 1-800-421-1220 [Voice] and 1-800-662-1220 [TTY] to access Relay Service.) Please visit the New York Relay website at www.nyrelay.com to see a complete listing of all relay numbers (i.e. Speech-to-Speech, Spanish).

Relay Service enables the deaf, hard-of-hearing or speech-disabled TTY/VCO user to communicate with the hearing person who uses a standard voice telephone. The Relay operator facilitates the conversation between the TTY/VCO user and the hearing person. Relay Service is free and available 24 hours a day, seven days a week. The New York Relay Customer Service number is 1-800-676-3777 (Voice/TTY).

It is important to note that 711 is not an emergency number. Always dial 911 for emergencies. If a TTY user reports an emergency through 711, the call will be directed to 911 emergency services. People who are hard-of hearing and prefer to hear and speak may use Captioned Telephone Service if they have a CapTel phone. Call 1-800-233-9130 for more information. To learn more about 711 Relay Service and features available to TTY users, call the Relay Inquiry Line, 1-800-664-6349 (Voice) or 1-800-835-5515 (TTY).

Appendix H:

Telephone Bill Inserts

Telecommunications Relay Service Information — 711

Telecommunications Relay Service, **711**, allows telephone communications between individuals who are deaf, hard of hearing, deaf-blind or speech disabled using a Telecommunications Device for the Deaf (TDD) and anyone using a regular telephone. Dial **711** 24 hours a day, 7 days a week, including holidays. Customers must continue to dial 911 for emergencies. If you have any questions regarding the Telecommunications Relay Service, **711**, feel free to contact the customer service number on your bill.

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Appendix I:

Website Screenshots

RELAY AMBASSADORS

Relay Ambassador Program's Mission | Contact Information



Relay Ambassador Program's Mission

- **Relay Ambassadors** help promote and increase Relay awareness on a local and statewide level by providing outreach services across New York State - educating **all** New Yorkers about the services available through New York Relay.
- **Relay Ambassadors** meet with clubs and affiliates, businesses and agencies, professional groups, medical organizations, senior organizations, and advocacy groups.
- **Relay Ambassadors** conduct public presentations, workshops, and seminars which include a history of the development of New York Relay. They also provide demonstrations of the services of New York Relay by making live Relay calls. There is no charge or fee for these presentations and demonstrations.

[Contact Information](#)

FOR CALLERS


[Please, Don't Hang Up](#)

[Customer Profile Database](#)

[Customer Feedback](#)

[FAQs](#)



Please don't hang up.
It could be the most important call of the day! 



"Please, Don't Hang Up"
[Handout \(PDF\)](#)



"Please, Don't Hang Up"
[Report Form \(PDF\)](#)

["Please, Don't Hang Up"
Report Form \(Online\)](#)



"Please, Don't Hang Up"
[Video \(QuickTime\)](#)



Please, Don't Hang Up.

It may be the most important call of the day!

People with hearing and speech disabilities use the phone like everyone else – to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation or simply to be neighborly.

- Have you ever made a call and had someone hang up on you?
- Do you want the New York Relay Service to educate those who do hang up on you?



Many deaf, hard-of-hearing, deaf-blind, and speech-disabled people find that businesses, organizations, and individuals they call through relay are unfamiliar with the relay service. As a result, when the Relay Operator announces the call "This is the New York Relay" – the first-time hearing person often hangs up. Although not intentional, the hearing person who is receiving a relay call for the first time often hangs up, thinking that a telemarketer is calling.

These hang-ups are frustrating for deaf, hard-of-hearing, deaf-blind, and speech-disabled callers, and they may mean a loss of business and bad customer relations for the business or organization being called.



Click here to view a [Speech-to-Speech video](#)



Click here to view a [Speech-to-Speech diagram](#)



Click here to view a [Speech-to-Speech brochure](#)



Speech-to-Speech

7-1-1 or 1-877-662-4234

STS allows speech-disabled persons to voice their conversation. A specially trained New York Relay Operator repeats the words of the person with a speech disability or synthesizer output to the other party. You do not need special equipment to use this service.

New Feature: STS Email Set Up

This new feature makes call set-up a piece of cake for STS users. This **Email Set Up** feature allows STS users to send an email with call instructions or information to Relay NC STS at least **two** hours before the call.


[Click here to My Email Set Up](#)

My Email Set Up

In order to speed up the set-up of the call, Relay NC now offers **STS Email Set-up**. Now, STS users can email call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the subject of the call, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific relay operator, schedule an STS call or be used in lieu of placing a live call.



Public Service Announcement

- New York Relay presents Captioned Telephone Service



Watch How New York Relay
Captioned Telephone Service Works

